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### **For Further Information or Assistance:**

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## Introduction

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The Western Australian Disability Services Act (DSA) 1993 and amendments 2004, requires that all State and Local Government Authorities implement a Disability Access and Inclusion Plan (DAIP) to ensure that people with disability have equity of access and inclusion to functions, facilities, services and information provided by the Authority.

Local government is about building strong communities. Strong communities are friendly and welcoming places where everyone can experience a sense of belonging, can feel that they matter, and can contribute.

The overarching goal of a DAIP is to provide equity of access and inclusion to all services, facilities, functions and information provided by the Town of Mosman Park by identifying and redressing barriers that either restrict or prevent the full participation of people with disability.

The concept of equity simply implies ensuring that people with disability get a 'fair go' at accessing and participating in all aspects of community life and do not have to contend with unreasonable or unnecessary barriers.

The Town of Mosman Park recognises that the task of addressing the many important issues that affect people with disability is not an easy one. The Town of Mosman Park is committed to working toward equity for all community members including people with disability, their family members and carers.

This DAIP sets out details on what the Town of Mosman Park will do in pursuit of this commitment and how it intends to do it.

## Acknowledgements

The Town of Mosman Park acknowledges the input received from many individuals and groups within the community, which has been invaluable in the preparation of this Disability Access and Inclusion Plan 2016-2021.

In particular, thanks are given to everyone who provided feedback and comment, including:

- Town Councillors, employees and contractors
- Rocky Bay Inc. (staff and residents)
- Shine Community Services
- WA Deaf Society
- Blind Citizens WA
- People with Disabilities WA Inc.
- Ethnic Disability Advocacy Centre
- Disability Services Commission
- Local community groups, and,
- Individual community members

## Information about the Town of Mosman Park

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### General Information

Mosman Park is located along Stirling Highway approximately 14 kilometres south-west of Perth and 3 kilometres north of Fremantle. It is bordered by the suburbs of Cottesloe, Peppermint Grove and North Fremantle and is unique in having the Indian Ocean on its western boundary and the beautiful shores of the Swan River as its eastern boundary.

Mosman Park is a predominantly residential area and illustrates a relatively minor influence of other land use activities. A small industrial and commercial sector complements a diverse mix of residential development including some of the most exclusive property development in Western Australia.

Mosman Park's largest industry could be said to be education. Within the Council's boundary we have six schools of which two have boarding facilities, and the total school population is approximately 2100 students.

The area is well served by a number of beautiful parks and there are plans for the provision of a regional park connecting the river and sea through Buckland Hill. The riverside parklands are developed to encourage the passive enjoyment of one of the most attractive parts of the Metropolitan Area.

A variety of sporting interests are catered for, including lawn bowls, football, soccer, tennis, cricket and netball. Facilities for the performing arts are also provided and are actively promoted by a Community Arts Foundation.

Extensive library and community facilities, available at The Grove Precinct, are provided jointly by the municipalities of Mosman Park, Cottesloe and Peppermint Grove.

### Functions, Facilities and Services Provided by the Town of Mosman Park

Regulatory Services:

- Building projects
- Building approvals
- Planning approvals
- Town planning services
- Environmental health services
- Public health services
- Ranger services

Technical Services:

- Management of Town infrastructure including roads, footpaths, playgrounds, stormwater drainage and street trees
- Provision and maintenance of playing areas, parks, gardens, reserves and facilities for sporting and community groups
- Bush care, environment, conservation and sustainability services
- Waste management services

#### Community Development:

- Civic and community events
- Art, cultural and local history services
- Community safety
- Public library and information services (via the Grove Library)
- Senior services
- Home support services (via Shine Community Services)
- Youth and children services
- Hiring of community facilities
- Support for community groups and clubs
- Grants and funding
- Health, sport and recreation
- Disability access and inclusion
- Community engagement
- Volunteering
- Neighbourhood projects

#### Corporate Services:

- Customer service - provision of general information to the public
- Bookings of parks and reserves
- Lodging of complaints
- Finance services including payment of fees including rates and dog licences
- Compliance
- Records management and freedom of information
- Information technology

#### Executive Services:

- Governance
- Occupational health and safety
- Human resources and employment services
- Communications and marketing
- Economic development
- Council and committee meetings
- Election of Council Members
- Community consultations
- Citizenship ceremonies

The Town of Mosman Park seeks to ensure the services, facilities and information of the municipality are inclusive and accessible to people with disability, and where possible, influences other service providers within the community to ensure those services are also inclusive and accessible to people with disability.

# A Framework for Thinking about Disability Access and Inclusion in a Local Government Context

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## Disability Rights and Responsibilities

The concept of disability rights simply implies ensuring that people with disability get a 'fair go' at accessing and participating in all aspects of community life. People with disability have the same fundamental rights and responsibilities as all other members of the community. These rights are founded on principles of human rights and social justice, not charity, sympathy or pity toward people with disability. We take action to make the world more accessible and inclusive not because people with disability are vulnerable and need to be protected, but because it is 'the right and proper thing to do'.

## Relevant Legislation

It is essential that organisations appreciate their legal obligations but also make a commitment to working beyond prescribed minimum standards and legal requirements to ensure a 'fair go' for everyone.

Legal obligations under relevant disability laws can be categorized in to two key themes.

1. Prevent unlawful disability discrimination, and,
2. Ensure equal access to opportunity for everyone

To support this approach, a number of national and international disability laws have been introduced. These include:

- **United Nations Convention on the Rights of People with Disabilities**  
An international agreement under the auspices of the UN which sets out basic rights of and responsibilities for people with disability. Australia became a signatory to this Convention in 2008. Most of the requirements and initiatives set out in the Convention are reflected in the Commonwealth Disability Discrimination Act (DDA), the State Equal Opportunity Act (EOA) and the State Disability Services Act (DSA). It may be possible in certain situations, for a disability related issue which is not resolved at a national level to be pursued in the UN under this Convention.
- **Commonwealth Disability Discrimination Act (DDA)**  
The DDA provides all Australians with protection against unlawful discrimination based on their disability. Under the Act, it is unlawful to discriminate against a person on the basis of their disability. The definition of a disability in this Act is very broad and could potentially include a range of conditions not generally considered to be a disability. Disability discrimination can occur in two ways. Direct discrimination is about less favourable treatment while indirect discrimination is about unfair exclusion. If disability discrimination happens in one of the specified areas of life, it may be deemed to be unlawful. Areas of life in which it may be unlawful to discriminate on the basis of a person's disability include education, employment, public transport, access to premises, use of goods and services, land and accommodation, clubs and associations and Commonwealth Government laws and programs.

The implied obligation under the DDA is to ensure equitable, safe and dignified access for people with disability.

Where a person with a disability experiences unlawful disability discrimination, they can use the complaints mechanism in the DDA to have the issue resolved through the Australian Human Rights Commission.

In general, the DDA does not give direction on how to avoid unlawful disability discrimination. However, in key areas, disability standards can be produced which then become compulsory when implemented and which prescribe exactly what is to be done. Disability Standards currently implemented include standards for employment, education, public transport and access to premises.

➤ **State Equal Opportunity Act (EOA)**

The EOA operates in a similar manner to the DDA but also requires agencies to ensure equal access to opportunities for people with disability, amongst others.

The implied obligation under the EOA is to ensure that people with disability have access to the same opportunities as others. That is, **'equity'** for all.

Delivering equity for all is not achieved simply by treating everyone the same. Ensuring equal access to opportunity for people with disability may require adjustments or accommodations to deal with unreasonable and/or unnecessary barriers which arise because of the impact of a person's disability. Thus, applying one policy to everyone in the belief that this is fair to everyone is not the case.

➤ **State Disability Services Act (DSA)**

This Act requires all public authorities in WA to develop and implement a Disability Access and Inclusion Plan (DAIP). The DAIP is aimed at identifying strategies to insure that people with disability can actually access services, buildings, facilities, information and complaint mechanisms and can participate in events, consultations and employment offered by local government authorities.

**Legislated DAIP requirements include:**

- DAIP reviewed at least once every five years;
- Public consultation undertaken with people with disability and key stakeholders;
- Public consultation must be advertised through the public authority's website and the local or state newspaper. A period of three weeks minimum is recommended;
- DAIP to be available in alternative formats on request by a person with disability;
- Revised DAIPs to be lodged with the Disability Services Commission;
- DAIP to be promoted by placing it on the authority's website and advertising in the local or state newspaper;
- Progress report to be completed annually and submitted to the Disability Services Commission;
- DAIP to be reported on in agency's annual report;
- Contractors to comply with agency's DAIP.

## The seven specified outcome areas in a DAIP are:

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

## What is Disability?

The concept of disability can have a range of different meanings depending on the context and or circumstances. The context here is one of **community inclusion**. In this context the definition of disability would be extremely broad. Principles of community inclusion focus less on the disability and more on the individual and their abilities, capacities and interests. Australian Bureau of Statistics (ABS) figures indicate that roughly 20% of the Australian population self identify as having a disability. For the purposes of thinking around the DAIP, we can consider all disability types to fit into one of the following categories:

### ➤ Physical

Including but not limited to wheelchair users, amputee, reduced or restricted physical mobility, dexterity and control. Some of the key issues impacting on inclusion for people with physical disabilities are around public attitudes/understanding, communication and assistance techniques and mobility including moving from a-to-b in the environment and ability to control movement in own personal space.

### ➤ Vision

Includes but is not limited to total blindness, legal blindness (less than 10% vision) and low or restricted vision conditions. The key issues impacting on inclusion for people with vision impairments are around public attitude/understanding, communication and assistance techniques, independent safe mobility and information provision.

### ➤ Hearing

Includes but is not limited to deafness and reduced hearing conditions. The key issues impacting on inclusion for people with hearing impairments are around public attitude/understanding, communication and assistance techniques and information provision.



### ➤ **Cognitive**

Includes any condition that impacts on a person's thought processes - intellectual, psychiatric, mental health, dementia, psychosis, schizophrenia. Key issues impacting on inclusion for people with cognitive disability are around public attitude/understanding, communication and assistance techniques and information provision.

## **Barriers to Access and Inclusion**

There are a multitude of different barriers faced by people with disability as they attempt to build a good life and pursue their citizenship entitlements. It is important that staff at all levels and in all departments have some understanding of the types of barriers and how they might impact on people with different disabilities and then take this into account when they are doing their work.

Most, if not all, of these barriers can be categorised under one of the following types:

### **Attitudinal Barriers (People)**

This is by far the most commonly experienced barrier. It comes about when people in society misunderstand what it means to have a disability and how it might impact on someone. It tends to be characterised by a range of negative stereotypes and assumptions about the person's capacity, abilities and entitlement to belong and participate. When it is experienced by people with disability its impact can be severe and profound. It can result in people being made to feel different, as though they don't belong and as if they are not welcome. Working to reduce this attitudinal barrier is primarily about awareness raising through education and training initiatives.

### **Physical Barriers (Places)**

Levels of awareness around physical barriers is quite wide-spread. However a common misunderstanding is that inclusion for people with disability is only about the built environment, i.e. "this building is accessible, we have a ramp". Physical barriers or obstacles can limit a person's capacity to move independently in the environment in a safe and dignified manner. Physical barriers can result in people with disability experiencing difficulty accessing the built environment or in their total exclusion from it altogether.

Working to reduce physical barriers is primarily about ensuring that infrastructure is designed, built and maintained in a manner that enables it to be accessed by people who use wheelchairs. There are a range of codes, standards and guidelines available which provide information on best practice physical access for people with disability. The recent introduction of the Access to Premises (Buildings) standard, under the DDA (introduced on May 1, 2011), which has been incorporated into the Building Code of Australia (BCA), should ensure that these issues are now captured by the formal building approvals mechanism required by the BCA. The BCA, however, does not apply to all aspects of the built environment. For example, the BCA does not apply to pedestrian infrastructure.








### **Procedural Barriers (Policies)**

Policies and procedures can present unfair or unreasonable barriers for people with disability. The impact of a disability is unique for every person and every person's capacity to deal with that impact will also vary. As a result, people with disability often have to do things in a different way to others. Sometimes this can conflict with a policy 9

or procedure or with ‘the way we do things’. Working to reduce procedural barriers is about ensuring that disability access and inclusion becomes an integrated part of the mainstream way of doing things. Initiatives to reduce attitudinal and physical barriers will assist this.

## The Disability Access and Inclusion Matrix

The disability access and inclusion matrix provides a framework to support decision making around improved access and inclusion for people with disability, their families and carers.

		Human Capacities Impacted By Disability				
Environmental & Situational Factors to Consider		 Physical	 Vision	 Hearing	 Cognitive	
	 <b>People</b>	<ul style="list-style-type: none"> <li>- Attitudes</li> <li>- Interaction</li> <li>- Language</li> </ul>	<ul style="list-style-type: none"> <li>- Face to face communication</li> <li>- Terminology</li> <li>- Assistance</li> </ul>			
	 <b>Places</b>	<ul style="list-style-type: none"> <li>- Physical access</li> <li>- Moving from a to b and in personal space</li> <li>- Environmental factors</li> </ul>				
	 <b>Policies</b>	<ul style="list-style-type: none"> <li>- Information</li> <li>- Consultation processes</li> <li>- Employment</li> </ul>	<ul style="list-style-type: none"> <li>- Communication</li> <li>- Complaint mechanisms</li> </ul>			

The above matrix indicates particular functional and practical implications commonly experienced by people living with each category of disability. Public authorities need to think about disability in this way and understand that the things they can influence to make improvements are their **people**, the **places** they operate in, and, their **policies** or the way they do things.

Achieving positive outcomes in terms of access and inclusion for people with disability is about a lot more than simply complying with minimum access standards. In fact, the only area in which we can point to specific legislated minimum access requirements is in buildings. The Building Code of Australia (BCA) sets minimum physical access standards for new buildings and/or major refurbishments. The BCA applies only to buildings and does not set legally enforceable minimum access standards for other types of infrastructure such as pedestrian environments, parks, gardens, ovals, reserves etc. And the BCA has little or no application to the ‘people’ or ‘policies’ aspects of improved access and inclusion for people with disability.

## Planning for Better Access and Inclusion

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### Prevalence of Disability in the Community

Australian Bureau of Statistics (ABS) figures from 2015 indicate that nearly one in five people in Australia (4.3 million or 18.3%) have a disability. Disability, in this context, was defined as any limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities. Examples range from hearing loss which requires the use of a hearing aid, to difficulty dressing due to arthritis, to advanced dementia requiring constant help and supervision.

The WA Disability Services Act (1993) defines disability as a condition that:

- is attributed to an intellectual, cognitive, neurological, sensory or physical impairment or a combination of those impairments;
- is permanent or likely to be permanent; and
- may or may not be episodic in nature, and
- that results in a substantially reduced capacity of the person for communication, social interaction learning or mobility and a need for continuing support services.

In Western Australia 405,500 people reported having a disability, with an additional 246,800 people (1 in 10 or 12.6% of the population), being carers of a person with a disability. The combined prevalence of people affected directly by disability is 1 in 3 Western Australians.

The number of people with disability in Western Australia is increasing, due mainly to our ageing population. This number will increase substantially as the 'baby boomer generation' moves into the older age groups and acquire disability. In addition, medical and technical advances have resulted in an increased life expectancy for people with disability. According to the ABS, 51% of Western Australians over 60 years of age have a disability, while the rate is 81% for those aged 85 years and over. Prevalence of disability in Australia is increasing and it is estimated that one in four Western Australians will have a disability by 2026.

### Laws Codes and Standards

The Town of Mosman Park is committed to the pursuit of excellence in the provision of access and inclusion for people with disability. The Town will actively work to identify and implement current good practices by ensuring that it:

- complies with all relevant disability legislation,
- considers relevant access and inclusion standards, codes and guidelines,
- maintains ongoing network contact with relevant groups and individuals including the major disability advocacy organisations, and,
- maintains ongoing contact with relevant local community groups and individuals.

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

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

The Town's DAIP 2016-2021 will be lodged with the Australian Human Rights Commission as a voluntary DDA Action Plan.

# Disability Access and Inclusion Policy Statement

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## Equity for People with Disability

The concept of 'equity' simply implies ensuring that people with disability get a **'fair go'** at accessing and participating in all aspects of community life. The Town of Mosman Park acknowledges that people with disabilities have the same fundamental rights and responsibilities as all other members of the community. We take action to make the world more accessible and inclusive because it is **'the right and proper thing to do'**.

The Town of Mosman Park is committed to furthering the principles and objectives of the Disability Services Act (amended 2004) and ensuring that the community is accessible for, and inclusive of, people with disability, their families and carers.

The Town of Mosman Park's understanding of an accessible and inclusive community is one in which all Town functions, facilities, services and information (both in-house and contracted) are open, available and accessible to people with disability, providing them with the same opportunities, rights and responsibilities as other people in the community.

The Town of Mosman Park:

- Recognises that people with disability are valued members of the community who make a variety of contributions socially, economically and culturally;
- Values diversity and believes that supporting participation and inclusion for all, makes a stronger more vibrant community;
- Believes that people with disability, their families and carers should be supported to remain connected, included and visible in the community;
- Is committed to consulting with people with disability, their families and carers and disability organisations in addressing barriers to access and inclusion;
- Will ensure its agents and contractors work towards the desired outcomes in the DAIP;
- Is committed to supporting local community groups and businesses to provide access to, and inclusion of, people with disability;
- Is committed to achieving the 8 specified outcomes in its DAIP; and
- Will work in partnership with other relevant public authorities as appropriate.

## Policy Statement

The Town of Mosman Park is committed to ensuring that people with disability, their family members and carers are able to access its services, facilities, functions and information. The DAIP provides a framework for the identification of areas where access and inclusion can be improved and for the development of strategies to best improve access and inclusion. These strategies work towards a number of access and inclusion outcomes, which are defined in the Act as the minimum standard for DAIPs.

By implementing its DAIP process, the Town of Mosman Park strives to ensure that people with disability:

1. Have the same opportunities as other people to access the services of, and any events organised by, the Town of Mosman Park.

2. Have the same opportunities as other people to access the Town of Mosman Park's buildings and other facilities.
3. Receive information from the Town of Mosman Park in a format that will enable them to access the information as readily as other people are able to access it.
4. Receive the same level and quality of service from the staff of the Town of Mosman Park as other people receive.
5. Have the same opportunities as other people to make complaints to the Town of Mosman Park.
6. Have the same opportunities as other people to participate in any public consultation by the Town of Mosman Park.
7. Have the same opportunities as other people to obtain and maintain employment with the Town of Mosman Park.

In addition, the Town of Mosman Park has decided to voluntarily include an eighth outcome area relating to its policies and procedures even though it is not specified by legislation.

8. People with disability have the same opportunities as others to have their needs and entitlements considered in all Town of Mosman Park processes.

The Town of Mosman Park is committed to implementing its DAIP in a manner that is consistent with the internationally recognised 'principles applicable to people with disabilities' which are:

1. People with disability have the inherent right to respect for their human worth and dignity.
2. People with disability, whatever the origin, nature, type or degree of disability, have the same basic human rights as other members of society and should be enabled to exercise those basic human rights.
3. People with disability have the same rights as other members of society to realise their individual capacities for physical, social, emotional, intellectual and spiritual development.
4. People with disability have the same right as other members of society to services which will support their attaining a reasonable quality of life in a way that also recognises the role and needs of their families and carers.
5. People with disability have the same right as other members of society to participate in, direct and implement the decisions which affect their lives.
6. People with disability have the same right as other members of society to receive services in a manner that results in the least restriction of their rights and opportunities.
7. People with disability have the same right as other members of society to pursue any grievance concerning services.
8. People with disability have the right to access the type of services and supports that they believe are most appropriate to meet their needs.
9. People with disability who reside in rural and regional areas have a right, as far as is reasonable to expect, to have access to similar services provided to people with disability who reside in the metropolitan area.
10. People with disability have a right to an environment free from neglect, abuse, intimidation and exploitation.

People with disability form an important part of local communities and are entitled to the same opportunities to access local government services and facilities. The Town of Mosman Park is committed to facilitating the inclusion of people with disability through continuous improvement of access to its facilities, services and information.

Ensuring equity for people with disability will require more than simply ensuring strict legal compliance. It means delivering friendly and welcoming communities where everyone can feel a sense of belonging, that they matter and that they can contribute will take more than simply meeting minimum standards. The Town of Mosman Park appreciates this legal context and is committed to working beyond prescribed minimum standards and strict legal requirements to ensure a 'fair go for everyone'.

## Policy and Procedures Regarding Agents & Contractors

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The Disability Services Act (1993) requires agents and contractors of public authorities to conduct their business in a manner that is consistent with the contracting public authority's DAIP.

The Town of Mosman Park will take all practicable measures to ensure that its DAIP is implemented by its officers, employees, agents and contractors.

The Town includes a reference to its DAIP in all tender documents.

The Town of Mosman Park has inserted the clause developed by the Department of Treasury and Finance, in conjunction with the State Solicitor's office, and recommended in the Disability Services Commission's 'Guide for Agents and Contractors', into relevant tender and contract documents. This clause seeks for tenderers to identify which DAIP outcomes they can support in providing their service to the public.

Agents and contractors are required to provide annual reports to the Town providing information on activities and/or initiatives undertaken in line with DAIP requirements. This information is then included in the Town's annual DAIP reports to the Disability Services Commission.

The Town also provides information in its annual DAIP reports on strategies it has implemented to inform contractors and agents of its DAIP.

DAIP requirements relating to agents and contractors:

- Apply only to new contracts or contract variations;
- Apply only to services provided to the public, and
- Do not apply to services provided directly to the public authority itself.



## Development of the Disability Access and Inclusion Plan

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It is a requirement of the Disability Services Act (1993) that local government authorities develop and implement a DAIP that outlines the ways in which the authority will ensure that people with disability have equitable access to its facilities and services.

The Town of Mosman Park developed its first Disability Service Plan (DSP) in 1995 and its implementation resulted in a range of initiatives, which improved access to information, services and facilities for people with disability. The plan addressed both statutory requirements under the WA Disability Services Act and obligations under the Commonwealth Disability Discrimination Act (1992).

Following the 2004 amendment to the Disability Services Act the Town developed its first Disability Access and Inclusion Plan (DAIP) aimed at ensuring people with disability can access services provided by the Town in a way that facilitates increased independence, opportunities and inclusion within the community.

Some of the more notable achievements in recent years include:

- Major renovations to improve disability access have occurred at Alf Adams Pavilion, Memorial Hall and the Bowling Club.
- The Grove Library provides a growing collection of accessible content including large print books; “words on wheels” home delivery service; electronic services such e-books, e-audiobooks and e-magazines; self-service and assisted-service borrowing and computer and internet services including a large font keyboard.
- Upgrades to the Town’s infrastructure including footpaths, pram ramps, stair nosing and hand rails, continues in line with priorities identified in the Town’s DAIP and Access Audit.
- Access improvements have been made to the bus stops along Stirling Hwy.
- Events continue to be made more accessible, for example utilising Auslan interpreter at ANZAC Day, Australia Day and Storytime events.
- Intersection improvements were completed at Glyde St / Stirling Hwy to improve vehicle movement, pedestrian infrastructure and access to the train station.
- The Town’s website has been upgraded and social media more regularly utilised to ensure our information is available in a variety of formats.
- The Playground at Tom Perrott Reserve has been replaced with a universally accessible playground incorporating interactive play panels, a tornado swing, an accessible sand play area, rubber softfall and a fence.
- Accessible Toilets have been installed at Tom Perrott Reserve and Mann Oval.
- Access improvements were completed at Memorial Park including the installation of two ramps to improve access to the Rotunda.
- The Town has an ongoing disability awareness training program for staff facilitated by people with disability.
- A staff handbook regarding disability access and inclusion was developed and distributed to all staff incorporating an accessible event checklist.
- The Hour Exchange Project was developed to encourage skills sharing and support amongst neighbours.
- Major improvements have been made to ACROD Bays across the Town – installing bays where none existed and updating older bays to new standards.
- Installation of colour contrast stair nosing and hand rails to a variety of steps in parks and reserves.

## Review of the Disability Access and Inclusion Plan 2011-2016

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Under provisions of the State Disability Services Act, DAIPs must be reviewed at least once every five years.

Reviewing a DAIP assesses how well the Town is doing in terms of delivering equal access to opportunities for people with disability in the seven specified outcome areas.

Working to improve access and inclusion for people with disability will require consideration of the Town's people, places and policies. Access is about the built environment (i.e. places) and inclusion is about people and policies.

In early 2016, an external Disability Consultant was engaged to assist with an independent review of the Town's DAIP 2011-2016.

### DAIP Review Methodology

This DAIP review was conducted in accordance with the requirements as set out in the DSA (and amendments).

The project extended over a three month period and included:

- Background research and information gathering
- Consideration of effectiveness and achievements of existing DAIP 2011-2016
- Review of all relevant disability related legislation
- Review of current access and inclusion practices and other relevant policies
- Community and stakeholder consultations
- Call for public submissions on the revised DAIP 2016-2021

The review process included input from a range of both internal and external stakeholders including:

- Town of Mosman Park Councillors
- Town of Mosman Park staff and contractors (across a range of functions and management levels)
- People with disability, their family members and carers
- Residents, ratepayers and visitors to the Town
- The Disability Services Commission
- The Ministerial Advisory Council on Disability
- Peak disability advocacy organisations including:
  - People With Disabilities WA Inc
  - Ethnic Disability Advocacy Centre
  - Blind Citizens WA
  - WA Deaf Society
  - Developmental Disability Council
- Disability service providers
- The local community and general public

The community consultation was aimed at identifying:

- The Town's achievements in improving access and inclusion in recent years

- Difficulties and barriers that community members still experience with the Town's services and events, buildings and infrastructure, customer service, information, complaints mechanisms, consultations processes and employment.
- Possible outcomes, objectives and strategies for access and inclusion in the revised DAIP, and
- Priorities for the revised DAIP.

Organisational functions that were reviewed include:

- Services and events;
- Buildings and facilities;
- Customer service;
- Information;
- Complaints mechanisms;
- Consultation processes, and
- Employment.

A consultation strategy was agreed with the Town which involved information being collected through a range of methods including:

- Written surveys returnable by post or email - two DAIP Review Surveys were developed and circulated widely. One for staff and one for community members;
- Mosman Park DAIP surveys for staff and community online (via Survey Monkey);
- Face to face interviews;
- Small group meetings including with Shine and Rocky Bay;
- Telephone interviews;
- Consultation with major disability groups;
- Face-to-face meetings with community members including the use of relevant organisations to host small group sessions;
- SMS; TTY; NRS; over the internet, Auslan services;
- E-mail communication; and
- Group consultation meetings with the Council, CEO and managers.

Promotion of the DAIP review process included:

- Widespread email circulation of the review information and link to surveys;
- Advertisements in the local newspaper;
- On the Town's website;
- In the Town's newsletter;
- At the Town's Administration Centre;
- Notices on local notice boards;
- Information included in E-News mail outs;
- Local contacts and community groups emailed and phoned directly; and
- A range of stakeholder organisations emailed and phoned directly

A total of 25 external surveys were received from community members, including people with disability, family members and carers. In addition, 18 staff members of the Town completed the on-line staff survey.

## DAIP Review Findings

The findings in the review were derived from a combination of:

- Legislative requirements;
- The Consultants' expertise and experience;
- Background research and information gathering;
- Stakeholder input, including community consultations.

This formal DAIP review process was undertaken in full compliance with provisions as set out in the DSA. This process will ensure that all DSA requirements for a DAIP review have been met.

In reviewing the DAIP 2011-2016, it is apparent that the Town of Mosman Park is making significant progress in meeting the seven DAIP outcomes and ensuring its services and facilities are accessible and inclusive for people with disability.

Of particular note, the commitment to the concept of equity for people with disability is very strong throughout the organisation. It needs to be acknowledged that considerable goodwill and commitment to the continuous improvement as well as progress towards becoming a leader in providing access and inclusion for all has been demonstrated by Councillors and through all levels of staff.

The review identified that the overall awareness of the existence of the DAIP throughout the organisation is quite good and that the Town can demonstrate that it has been working hard to educate its staff in ensuring a high level of disability awareness. Ongoing improvements to physical access as well as access to information for people with disability were also evident.

In order for the Town to pursue its ambition of taking the DAIP process to the next level by going beyond just strict legislative compliance, three key themes emerge:

### **Mainstreaming DAIP Principles across All Town Functions**

The management and staff in Community Development are to be commended for their on-going commitment and drive to ensuring the achievement of the DAIP outcomes outlined in the Town's DAIP 2011-2016.

In order to further strengthen the governance and integration of the DAIP throughout the organisation, it is recommended that an internal DAIP steering committee with representatives from each department be established. This internal committee would report to senior management and ultimately be accountable to Council.

Such a change would demonstrate the Town's bona fides and commitment to the concept of equity and reinforce the reality that access and inclusion issues for people with a disability have implications for all staff members in all functions of the organisation.

### **Policies and Procedures**

Given that access and inclusion for people with disability has implications across the entire organisation, it is important to ensure that all of the Town's policies and procedures are consistent with the DAIP. This will require a process to review all of the Town's policies and procedures over time to ensure they are in line with commitments made in the DAIP.

## **Staff Training and Development**

Under the DSA, responsibility for implementing the DAIP lies with all staff members throughout the Town. The Town has commenced a process to improve the staff's knowledge of access and inclusion for people with disability through conducting a number of Disability Awareness Training sessions.

It was observed through the review that there is generally widespread good will toward people with disability. However, although staff are keen to do what they can to improve the access and inclusion for people with disability, they are often unsure about what to actually do and/or how to do it.

The most effective tool to support staff fulfill their shared responsibility to implement the DAIP is ongoing training and development. Given their pre-existing commitment to equity for people with disability, it is recommended that all staff members be provided with relevant disability information and knowledge to build their capacity and give them the confidence to take the appropriate action.

The consultation process identified a number of issues which have been taken into consideration in the development of strategies for the DAIP 2016-2021.

## **Access Barriers**

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

- Physically inaccessible pedestrian environments.
- Town policy and procedures may not reflect contemporary values and practice.
- Events may not always be held in a manner and location that best facilitates the participation of people with disability.
- Processes of the Town may not be as accessible as possible.
- Suitable parking for people with disability may not be meeting the needs of this growing demographic.
- Elements of the Town's website may require improvement to best meet the needs of people with disability.
- Staff may be uninformed or lacking in confidence to adequately provide the same level of service to people with disability.
- People with disability may not be aware of consultation and complaint opportunities with the Town.

The identification of these barriers formed the basis for the development of strategies in the DAIP 2016-2021.

## Responsibility for Implementing the Disability Access and Inclusion Plan

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It is a requirement of the Disability Services Act that the Town must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

The Town interprets this obligation to mean that all staff have a shared responsibility to implement the DAIP in much the same way as all staff members have a shared responsibility for safety in the workplace.

The Town's DAIP will be implemented over the next five years. DAIP strategies will drive the development of a detailed DAIP Implementation Plan that will identify individual tasks to support the achievement of each outcome area.

The DAIP Implementation Plan will outline:

- Key tasks under each strategy;
- Timelines for completion of these tasks; and
- Service areas responsible for completing the tasks

Each year the DAIP Implementation Plan will be reviewed and amended as required. The DAIP Steering Committee has responsibility for ongoing review, monitoring and internal progress of the DAIP Implementation Plan.

Developing and reviewing annual Implementation Plans over the five year lifespan of the DAIP provides the opportunity to manage strategies and related tasks carefully across the five years and respond to emerging access and inclusion issues.

Implementation of the DAIP is the responsibility of all service areas within the Town. Some tasks in the Implementation Plan will apply to all areas while others will apply to a specific area. Each service area Manager will incorporate relevant tasks from the DAIP Implementation Plan into their work program.

The Manager Community Development will work with all staff to assist and advise on specific relevant actions and indicators to achieve the required outcomes. They are also responsible for ensuring statutory reporting is carried out.

The Town will inform its agents and contractors of their responsibilities under the DAIP and will encourage and model good practice in providing accessible and inclusive services to people with disability.

# Monitoring and Reporting on the Disability Access and Inclusion Plan

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## Monitoring

The following initiatives enhance the quality of monitoring of the Town's DAIP, in addition to the monitoring role played by the Town's DAIP Steering Committee.

The Town will ensure people with disability their families and carers are invited to and able to participate in all Town consultations. A notice about the consultation process will be placed in the local newspaper, posted on the Town's website and circulated to community members and disability service providers.

The Town will offer a range of ways for people to provide feedback such as phone, face-to-face meetings, email and written form. In seeking feedback the Town will also seek to identify additional barriers.

Elected members of council and staff members will be requested to provide feedback on how the strategies are working and to make suggestions for improvement.

A status report will be prepared on the implementation of the DAIP. This report will be presented to the Executive Management Team for endorsement.

The Town will undertake a formal review of its DAIP 2016-2021, which will be submitted to the Disability Services Commission in 2021. This report will outline what has been achieved under the Town's DAIP 2016-2021.

Once a year prior to 30 June, the Town will provide advice to the Disability Services Commission regarding the implementation of the DAIP.

The Implementation Plan will be amended based on the feedback received from all stakeholders.

## Reporting

The Disability Services Act (1993) sets out the minimum reporting requirements for public authorities in relation to Disability Access and Inclusion Plans.

The Town will report on the implementation of its DAIP through its annual status report to the Disability Services Commission by 30 June each year, outlining:

- Its progress towards the desired outcomes of its Disability Access and Inclusion Plan;
- The progress of its agents and contractors towards meeting the seven desired outcomes of the DAIP;
- The strategies it used to inform its agents and contractors of its DAIP.

The Town will also provide information about the implementation of the DAIP in its Annual Report.

## Promoting the Disability Access and Inclusion Plan

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The Town is keen to advance the concept of equitable access and inclusion for everyone and will promote the DAIP in the following ways:

The Town will advise staff, contractors, people with disability, the local community and businesses through the local newspaper, Town News and the Town's website, and the DAIP will be available in alternative formats upon request.

As the plan is amended, both staff and the community will be advised of the availability of the approved plan.

New staff members are provided with an introduction to the DAIP.

All staff receive Disability Awareness Training and information on how to access the complete DAIP document.

A clause has been included in all contract and tender documents advising Contractors of their obligation to implement the Town's DAIP wherever practicable and report annually on their compliance with the plan.

Following endorsement the revised DAIP 2016-2021 will be promoted as outlined above.



## Strategies to Improve Access and Inclusion for People with Disability

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As a result of the review process a series of overarching DAIP strategies for each of the eight outcome areas have been identified.

These strategies will guide the development of individual tasks in the DAIP Implementation Plan.

The eight desired outcome areas provide a framework for improving access and inclusion for people with disability in the Town of Mosman Park.

### OUTCOME 1 Services and Events

People with disability have the same opportunities as other people to access the services of, and any events organised by the Town of Mosman Park.

Strategies	Timeline
Conduct services and events in buildings and facilities that are as accessible and inclusive as possible.	Ongoing
Ensure staff and relevant contractors involved in services and events have an effective working knowledge of disability awareness and the DAIP.	Ongoing
Ensure that all policies and procedures related to the Town of Mosman Park's services and events are consistent with the DAIP.	Ongoing

### OUTCOME 2 Buildings and Facilities

People with disability have the same opportunities as other people to access the buildings and other facilities of the Town of Mosman Park

Strategies	Timeline
Continue to upgrade Town of Mosman Park buildings to comply with the access to premises standard requirement in the Building Code of Australia.	Ongoing
Ensure that relevant Town of Mosman Park staff, contractors and agents comply with the latest version of the Building Code of Australia.	Ongoing
Continue to upgrade Town of Mosman Park facilities and infrastructure to comply with minimum access standards as required by Australian Standards on Access and Mobility (i.e: AS 1428 suite) and are physically accessible: particularly pedestrian facilities such as footpaths, bus stops, parks, reserves, etc.	Ongoing

Ensure that relevant Town of Mosman Park staff, contractors and agents are aware of and comply with minimum access standards as required by Australian Standards on Access and Mobility (ie: AS 1428 suite).	Ongoing
Work in partnership with other organisations to ensure that relevant pedestrian infrastructure complies with the Accessible Public Transport Standard.	Ongoing

### OUTCOME 3

#### Information

People with disability receive information from the Town of Mosman Park in a format that will enable them to access the information as readily as other people are able to access it.

Strategies	Timeline
Ensure that Town of Mosman Park's information, communication, internet and social media policies and procedures are consistent with the DAIP.	Ongoing
Continue to promote and provide the Town of Mosman Park's public information in alternative formats upon request.	Ongoing
Ensure that Town of Mosman Park staff and contractors are aware of and use appropriate communication methods when providing information to people with disability.	Ongoing
Ensure that the Town of Mosman Park's website complies with W3C Web Accessibility Guidelines and provides downloadable information in a range of file formats.	Ongoing
Continue to develop The Town of Mosman Park's use of social media as a source of providing information and receiving feedback.	Ongoing

### OUTCOME 4

#### Quality Customer Service

People with disability receive the same level and quality of service from the staff of the Town of Mosman Park as other people receive from the staff.

Strategies	Timeline
Ensure that the Town of Mosman Park's Customer Service Charter is consistent with the DAIP.	Ongoing
Improve staff awareness and DAIP competency to aid in their interactions with people with disability.	Ongoing
Ensure all Town of Mosman Park's policies and procedures relevant to customer service are consistent with the DAIP.	Ongoing

## OUTCOME 5

### Complaint Mechanisms

People with disability have the same opportunities as other people to make complaints to the Town of Mosman Park.

Strategies	Timeline
Continue to accept complaints in a range of different methods and formats that are fully accessible to people with disability.	Ongoing
Ensure that all premises offered for the lodgement of complaints are physically accessible.	Ongoing
Ensure that the Town of Mosman Park's complaint policies and procedures are consistent with the DAIP.	Ongoing

## OUTCOME 6

### Consultation Processes

People with disability have the same opportunities as other people to participate in any public consultation by the Town of Mosman Park.

Strategies	Timeline
Promote public consultations opportunities widely and appropriately to encourage participation by people with disability.	Ongoing
Ensure buildings used for public meetings and consultations are accessible for people with disability.	Ongoing
Ensure that Town of Mosman Park's consultation policies and procedures are consistent with the DAIP.	Ongoing

## OUTCOME 7

### Employment

People with disability have the same opportunities as other people to obtain and maintain employment with the Town of Mosman Park.

Strategies	Timeline
Ensure that staff receive access and inclusion information, training, support and resources to recruit and retain the employment of people with disability.	Ongoing
Ensure workplace flexibility, modifications and adaptive technologies are available to ensure people with a disability are successfully included in the Town of Mosman Park's workforce.	Ongoing
Ensure that the Town of Mosman Park's recruitment and other employment related policies and procedures are consistent with the DAIP.	Ongoing

Ensure that all employment opportunities are widely promoted using a range of formats and through a variety of avenues, including Disability Employment Services and Networks.	Ongoing
Continue to select on merit for open employment opportunities and give fair and due consideration to all candidates, including people with disability.	Ongoing
Ensure that all Town of Mosman Park position descriptions and employment contracts include a clause identifying DAIP implementation as a 'shared responsibility' similar to the clause used for OHS purposes.	Ongoing
Ensure that all venues used for recruitment and employment are accessible.	Ongoing

## OUTCOME 8

### Policies and Procedures

**People with disability have the same opportunities as others to have their needs and entitlements considered in all Town of Mosman Park processes.**

<b>Strategies</b>	<b>Timeline</b>
Ensure the DAIP is utilised as part of the Town of Mosman Park's overall policy development processes.	Ongoing
Embed the Town of Mosman Park's Disability Access and Inclusion Policy Statement.	Ongoing
Ensure the DAIP is considered as part of the Town of Mosman Park's integrated planning processes.	Ongoing
Ensure all Town of Mosman Park staff understand their shared responsibility for implementing the DAIP and have the skills, knowledge and resources to do so.	Ongoing
Establish a Town of Mosman Park DAIP Reference Group to monitor and guide the implementation of DAIP tasks.	Ongoing
Develop the awareness of access and inclusion for people with disability for all new employees and Councillors.	Ongoing
Commit to ongoing monitoring of the DAIP via an internal DAIP Steering Committee to ensure implementation and satisfactory outcomes.	Ongoing