



Improving access in the community

How to have your say

Disability Services Commission



Your feedback is essential to inform State and Local Governments of good access and of current access and inclusion difficulties.

If you would like to comment on an access improvement or access difficulty, please complete the form enclosed and forward it to the relevant State or Local Government.

Creating Accessible Communities

Good access benefits everyone in the community including people with disabilities, their families, friends and carers, people pushing prams and seniors.

The WA Disability Services Act 1993 (amended 2004) requires State Government agencies and Local Governments to ensure that services, information and facilities are accessible to all community members by implementing a Disability Access and Inclusion Plan (DAIP). DAIPs help to identify access difficulties and to develop strategies to overcome these. Access feedback from the community is essential to the development and progress of DAIPs.

Steps to assist you in providing access feedback

It is important that people who experience access difficulties speak up. By speaking up you can also benefit others experiencing a similar difficulty.

Step 1: Ways to comment

You could complete the attached form and forward it to the State or Local Government. Alternatively you may wish to give feedback by telephoning, writing a letter or sending an email.

Step 2: Describe clearly your access feedback

Firstly raise your concerns with the person who provided the service.

What to say?

- Describe the type of difficulty or discrimination clearly, to ensure the service understands why you can not access it, including dates, times, location and names of staff if relevant.
- You may like to include that there is State and Commonwealth legislation which make it unlawful to discriminate against a person due to disability.

It is a good idea to date and keep a copy of all communications in case you need to follow it up later.

Step 3: What if nothing happens?

After a reasonable period of time telephone, email or write to see what stage your concern is at. If you still feel that nothing has progressed you may wish to contact the service provider's Chief Executive Officer or the elected representative of your Local, State or Commonwealth Government.

If you do not agree with the action taken or would like further advice, advocacy or support, organisations that can be contacted can be found on the Commission's website:
www.dsc.wa.gov.au

Step 4: Give positive feedback when the improvement is made

When your concerns have been addressed, you may want to telephone or write to say thank you. Saying thank you can also help to achieve other access improvements in the future.

Access Feedback Form on the next page.

Please fill in and post to the relevant Local or State Government.

Access Feedback Form

Please fill in and post to the relevant Local or State Government.

To Whom It May Concern:

Good access benefits everyone in the community including people with disabilities and their families, carers and friends, people pushing prams and seniors. There is Commonwealth and State legislation which assists to ensure that people with disabilities are not discriminated against and services, information and facilities provided are accessible.

I am writing to:

inform you of an access difficulty that limits the ability of people with disabilities to participate in the community. Please consider including this difficulty in your Disability Access and Inclusion Plan (DAIP);

or

acknowledge an access improvement which assists people with disabilities to participate in the community.

The access difficulty / improvement relates to:

	Please tick box
Services and events	<input type="checkbox"/>
Buildings and facilities	<input type="checkbox"/>
Information	<input type="checkbox"/>
Staff awareness	<input type="checkbox"/>
Consultation processes	<input type="checkbox"/>
Grievance procedures	<input type="checkbox"/>
Other	<input type="checkbox"/>

The location and / or experience of the access difficulty / improvement is:

If you wish to discuss this further please contact me on _____

Sign here: _____

Date: ____/____/____

Name: _____

Address: _____

_____ Postcode _____

Email: _____

Thank you for your assistance.

Access Laws and Codes

Other legislation / codes which supports the rights for all Australians to access public services and facilities:

Disability Discrimination Act

(1992)

This Commonwealth Act promotes dignity and equity for all Australians by stating that it is unlawful to discriminate against a person because of disability. It applies to public and private sectors and gives people an opportunity to lodge a complaint with the Human Rights and Equal Opportunity Commission (HREOC) if they encounter discrimination.

Western Australian Equal Opportunity

Act (1984, amended 1988)

This State Act assists to ensure that people are equally able to access services, facilities, information and buildings in Western Australia.

Building Code of Australia (BCA)

The BCA provides minimum requirements for the technical provisions of the design and construction of buildings and facilities. It requires every new and extensively modified public facility, including restaurants, shops and offices, to provide access for people with disabilities.

For additional copies please contact:

Community Access and Information Branch

Disability Services Commission

P O Box 441 West Perth 6872

Tel: 9426 9384

Fax: 9481 5223 Country: 1800 998 214

TTY: 9426 9315 Email: access@dsc.wa.gov.au

Copies of this document are also available to people with a disability in alternative formats upon request.

Disability Services Commission