

Minutes



DISABILITY SERVICES ADVISORY COMMITTEE

HELD IN THE COUNCIL'S COMMITTEE ROOM,
953 SOUTH COAST HIGHWAY, DENMARK
ON THURSDAY, 1 JUNE 2017.

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Council Committee Meeting

1 June 2017

DISCLAIMER

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1. DECLARATION OF OPENING/ANNOUNCEMENT OF VISITORS

10.11am – *The Presiding Person, Cr Allen, declared the meeting open.*

Cr Allen welcomed the new Denmark Over 50s Association representative, Mrs Belinda Forte, to the Committee.

2. RECORD OF ATTENDANCE/APOLOGIES/APPROVED LEAVE OF ABSENCE**MEMBERS:**

Cr Mark Allen (Presiding Person)
Mr Adrian Hinds, Professional Member (Community) (Deputy Presiding Person)
Mr Mark Blowers, Community Member
Mr Peter Boyes, Community Member
Mrs Belinda Forte, Denmark Over 50s Association Representative

STAFF:

Ms Claire Thompson, Executive Assistant

APOLOGIES:

Mrs Dale Fewings, Community Member
Ms Gabrielle Rose, Disability Services Commission Representative
Ms Julie Hollingworth, Acting Director of Nursing, Denmark Health Service Representative
Mr Phil Runham, Community Member

ON LEAVE OF ABSENCE:

Nil

ABSENT:

Nil

VISITORS:

Nil

DECLARATIONS OF INTEREST:

Nil

3. ANNOUNCEMENTS BY THE PERSON PRESIDING

Nil

4. PUBLIC QUESTION TIME

Nil

5. CONFIRMATION OF MINUTES**5.1 COMMITTEE MEETING**

The Mover of a motion to confirm the Minutes of a Council or Committee meeting has to have been present at that meeting.

COMMITTEE RESOLUTION & OFFICER RECOMMENDATION**ITEM 5.1**

MOVED: Adrian Hinds

SECONDED: Mark Blowers

That the minutes of the Disability Services Advisory Committee meeting held on the 21 September 2016, be confirmed as a true and correct record of the proceedings.

CARRIED: 5/0

6. REPORTS

6.1 Paths & Trails Advisory Committee Representative

Dual member of the Paths and Trails Advisory Committee (PATAC) Mr Boyes, advised the Committee were currently prioritising works and that they had been out to have a look at the Wilderness Ocean Walk (WOW) at Ocean Beach.

Mr Boyes said that the eastern side of the Mokare Trail had been slashed and some of the broken bits of concrete had been repaired and that the western side was also going to be done. Mr Boyes advised that he had noticed that the boards on one of the bridges along the Mokare Trail (opposite Haire Street) needed to be replaced.

Mr Boyes also noted that he would prefer to see the Council maintain existing footpaths and trails rather than build new ones.

Ms Thompson advised that the Seniors Advisory Committee had put forward a recommendation to the PATAC with respect to a missing section of footpath between the Riverside Club reserve and Morgan Road. Members discussed the matter and agreed that the missing section interrupted connectivity and it would make it difficult for people with wheelchairs, gophers or prams.

10.23am – The Executive Assistant left the room.

10.26am – The Executive Assistant left the room.

COMMITTEE RESOLUTION

ITEM 6.1

MOVED: Adrian Hinds

SECONDED: Peter Boyes

That the Disability Services Advisory Committee recommend to the Paths and Trails Advisory Committee that a section of footpath be installed between the corner of South Coast Highway (adjacent to Reserve No. 20403 where the Riverside Club is located) and the footpath on Morgan Road as a priority to provide continuity for the safety of pedestrians, gophers, wheelchairs, cyclists and school children.

CARRIED: 4/0

Outcome

The Executive Assistant to refer the bridge opposite Haire Street to Infrastructure Services for investigation.

Mr Hinds stated that the handrails at the access to the RSL Hall were overgrown with bushes and asked whose responsibility it was to maintain the access.

Ms Thompson advised that she would check the lease and if it was the Shire's responsibility then she would refer the matter to Council Officers to investigate.

Ms Thompson advised that maintenance issues could be raised with Council Officers at any time by either telephone, email or by completing a works request form which was available on the Council's website.

Outcome

The Executive Assistant to check the RSL Lease regarding responsibility for building access.

6.2 Strategic Community Plan

Information regarding the Shire of Denmark's Strategic Community Planning process was provided to members via email (and post for those without email) on 11 May 2017. Included with the information was a "DIY Kit" for groups to complete, particularly for those people who haven't, or won't be, participated in a Community Workshop.

The Officer believes that it could be beneficial for the Committee to complete a DIY Kit as a group.

Cr Allen discussed the importance of the Strategic Community Plan and members informally completed the DIY Kit as a group which also included input from Ms Thompson.

Outcome

The Executive Assistant to forward the completed DIY Kit to the Corporate Planning Officer.

6.3 Disability Access & Inclusion Plan (DAIP) Review

The Shire of Denmark's Disability Access & Inclusion Plan (DAIP) is required to be reviewed every five (5) years, pursuant to section 28 (7) of the Disability Services Act 1993. A review of a plan can result in an amended plan or a new plan. The current DAIP was adopted by Council on 9 July 2013 (Res. No. 130713) and reviewed on 16 June 2015 (Res. No. 100615).

The current Strategic Community Planning (SCP) process is scheduled to conclude in September 2017. Once adopted, the SCP will set the Shire's vision, values, aspirations and priorities for the next ten (10) years and it is recommended that the Committee commence its DAIP review after this to ensure that it correlates with the SCP.

It is worthwhile, however, for members to start thinking about the review and note anything that they would like to see included in the plan.

Each year, each public authority is required to provide a progress report to the Disability Services Commission. A copy of the 'Disability Access and Inclusion Plans Progress Report 2015-2016' is provided for members for information. This document provides some statistics and examples of activities that some State and Local Governments authorities have done in implementing their DAIPs.

Members agreed that it would be best to await the completion of the Strategic Community Plan to ensure that the documents aligned.

6.4 Beach Wheelchair at Peaceful Bay – DAIP Action

OUTCOME 2 / Strategy 2.2 / Beaches & Inlets Action Item

The Peaceful Bay Progress Association have advised that at their meeting held on 6 November 2016, their Committee was in favour of the Council looking into providing a Beach Trekker at Peaceful Bay.

Their queries were;

- The costs associated with purchase and maintenance; and
- The frequency of use.

The PBPA also queried how often the Trekkers were used at Ocean Beach and Parry Beach.

Members noted the Peaceful Bay Progress Association's comments. Ms Thompson read out a note from Ms Gabrielle Rose who had advised that she would be happy to assist the Peaceful Bay Progress Association regarding information about the Beach Trekker. Ms Rose also noted that she had already asked Technology Assisting Disability WA (TADWA) to provide her with information.

Outcome

- *Ms Rose to forward through to Ms Thompson information from TADWA which may give an indication of cost and whether there are any grants available to local governments.*
- *Ms Thompson to find out the frequency that the other two Beach Trekkers are used and costs associated with maintenance and storage.*

6.5 “Walk Around” – 1 December 2016

A “walk around” was held on Friday, 1 December 2016. A summary of the issues raised was attached for the perusal and comments from members prior to referring to Infrastructure Services.

Members were happy with the draft document but wanted it noted that they wanted the stairs along Mt Shadforth Road not to be removed.

Outcome

Ms Thompson to refer the matters listed to Infrastructure Services for comment.

6.6 International Day of People with Disability (IDoPWD) 2017

The 2017 International Day of People with Disability 2017 will be Sunday, 3 December. Await adoption of 2017/18 Budget to determine the funds allocated by Council.

Some ideas for 2017

DISABILITY CHALLENGE!

The planned Disability Challenge was cancelled last year due to lack of numbers. The participants who had agreed to be involved have expressed interest in participating in any future challenge.

VISIT TO DENMARK BY PARALYMPIAN

Last year Council Officers were liaising with the office of Paralympian, Brant Garvey, with suggestions of a day visit to Denmark including addressing Schools and a Council and Community Function.

Members discussed the ideas and agreed that it would be good to try and do the Disability Challenge in 2017. It was noted that Ms Rose had expressed her support for a visit from Brant Garvey.

Mr Blowers suggested that perhaps the events could be held a little earlier so that it wasn't during such a busy time of year for people.

Outcome

Ms Thompson to contact Brant Garvey's office to ascertain his availability and then if available contact local Schools to gauge their interest in hosting an address.

7. GENERAL BUSINESS

7.1 Horsley Road Bridge Footpath

Mr Blowers advised that the rubber mats on the footpath across the Horsley Road bridge were in disrepair and needed replacing.

The Executive Assistant advised that the same matter had been raised by the Denmark Over 50s Association at the Seniors Advisory Committee meeting held in May and that the matter had been referred to Infrastructure Services.

Noted.

7.2 Footpath and Paving near Video Shop

Mr Blowers advised that he had enquired about the height of the lips on the new footpath and paving near the video shop as he believed that they were too high. Mr Blowers said that the Shire had told him to contact Carters Real Estate who had told him to contact Main Roads WA. Mr Blowers said that he had sent a letter to Main Roads WA and was hoping that it would get fixed.

7.3 On/Off Ramp – Cnr Kingdon and Brazier Streets

Mr Blowers noted that there was an on/off ramp required on the corner of Kingdon Street and Brazier Street to enable wheelchair and gopher drivers to cross over the road to the Recreation Centre. Mr Blowers said that pedestrians used to be able to get through where the Cricket Club rooms are and then continue through to the Recreation Centre but since it was closed off there is no linkage from the intersection to the Centre.

Cr Allen advised that he was the Chair of the Sport & Recreation Plan Working Group and that it would be raised for consideration in the development plan for the area.

Outcome

Cr Allen to take the issue to the Sport & Recreation Plan Working Group for consideration.

7.4 Access Ramp to the Denmark Pharmacy

Mr Blowers said that he believed that the footpath near the access ramp to the Denmark Pharmacy was to be modified to allow for more disability friendly access however he believed that the Shire was waiting on the Water Corporation to do some work before they commence work on the modifications. Mr Blowers asked whether it could be followed up to see what was being done and what the holdup was.

Outcome

The Executive Assistant to refer the matter to Infrastructure Services and advise the Committee.

7.5 Barnett Street Parking

Mr Blowers said that on a number of occasions people were parking in the turnaround bay in the new Barnett Street carpark and that it made it difficult for people to negotiate out of the other bays. Mr Blowers asked whether the turnaround bay could be signed as no parking.

Outcome

The Executive Assistant to refer the request to Infrastructure Services for investigation.

7.6 Poison Point Disability Fishing Platform

Mr Boyes stated that there was still some keen interest in having a disability fishing platform installed at Poison Point and asked whether this could be pursued again.

Ms Thompson advised that she was aware that the suggestion had been a number of years ago and considered by the Council but she believed that the issues were the access road down to the water's edge. Ms Thompson said that it was likely that there were other issues such as Aboriginal Heritage, clearing and the like.

Mr Hinds advised that Aboriginal Heritage approval had already been received when the Council had investigated the proposal before.

Outcome

Ms Thompson to collate the history in relation to the proposal and provide it to members to consider at the next meeting.

8. NEXT MEETING

The next meeting of the Disability Services Advisory Committee will be held on Thursday, 3 August 2017 commencing at 10.00am.

9. CLOSURE OF MEETING

12.44pm – There being no further business to discuss the Presiding Person, Cr Allen, declared the meeting closed.

These minutes were confirmed at a meeting on the _____.

Signed: _____
(Presiding Person at the meeting at which the minutes were confirmed.)



Disability Services Commission

Disability Access and Inclusion Plans Progress Report

2015–2016



Message from the Minister for Disability Services



People with disability have the same rights as others to participate in and contribute to all aspects of life across our community. That is why it is crucial to make all our facilities and services accessible and inclusive.

The Disability Services Act 1993 supports this aspiration by requiring Western Australian public authorities, including State Government agencies and local governments, to implement a Disability Access and Inclusion Plan (DAIP). DAIPs uphold the rights of people with disability and reflect the community's expectation that governments should serve all members of the community.

DAIPs provide the framework to assist public authorities to give people with disability the same opportunities as others to access and be included in quality services,

events, information, buildings and facilities, consultation, complaints processes and employment. As a result, DAIPs have contributed significantly to improving opportunities for people with disability.

This DAIPs Progress Report outlines how the Western Australian public sector has embraced DAIPs as a framework to meet the needs of people with disability. The report shows examples of best practice across the State and the great variety of innovative and inclusive projects the sector has developed. I hope this report provides a source of inspiration for public authorities and encourages great achievements in the future.

I thank public authorities across the State for their ongoing commitment. This support makes a significant difference to the lives of people with disability and represents a valuable contribution to the Western Australian community.

Hon Donna Faragher JP MLC
Minister for Disability Services

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Executive summary

West Australian State Government agencies and local government authorities made substantial progress in implementing their Disability Access and Inclusion Plans (DAIPs) during 2015–2016. This work has contributed to greater access and inclusion for people with disability across WA.

In this period, the Disability Services Commission received progress reports from 234 public authorities. The reports showed that both State Government agencies and local governments completed 85 per cent of their DAIP strategies. This was an increase of five per cent for State Government agencies and one per cent for local governments compared with last year.

Significant progress was made on the newest area for DAIP implementation: Outcome 7 – ‘people with disability have the same opportunities as other people to obtain and maintain employment with a public authority’. Many public authorities implemented new strategies for Outcome 7 during this reporting period, resulting in a broad variety of ideas and approaches. This year, 84 per cent of Outcome 7 strategies were completed, which was a substantial increase over last year’s figure of 75 per cent.

The DAIPs Progress Report 2015–2016 showcases a variety of achievements by public authorities across all outcome areas. It includes State Government and local governments in metropolitan and regional areas. These achievements demonstrate the commitment of government to including people with disability and act as examples of best practice.



Background

The Disability Services Act 1993 (the Act) requires West Australian public authorities to implement DAIPs. DAIPs provide a framework to meet the needs of people with disability by identifying and addressing barriers to access. They strengthen independence, opportunities for participation and inclusion of people with disability.

Public authorities that are required to have a DAIP include:

- government departments established under the Public Sector Management Act 1994, Section 35 or entities specified in Schedule 2, column 2
- local governments
- universities
- public health services established under the Health Services Act 2016
- the Water Corporation
- corporations supplying electricity.

Appendix 1 contains a full list of public authorities that reported on their DAIP for the year 2015–2016.

DAIPs must progress seven outcomes that encompass all aspects of a public authority's operations. These are:

- Outcome 1 – people with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority. (Outcome measure: 'services'.)
- Outcome 2 – people with disability have the same opportunities as other people to access the buildings and other facilities of a public authority. (Outcome measure: 'facilities'.)
- Outcome 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. (Outcome measure: 'information'.)
- Outcome 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. (Outcome measure: 'service quality'.)
- Outcome 5 – people with disability have the same opportunities as other people to make complaints to a public authority. (Outcome measure: 'complaints'.)
- Outcome 6 – people with disability have the same opportunities as other people to participate in any public consultation by a public authority. (Outcome measure: 'consultation'.)
- Outcome 7 – people with disability have the same opportunities as other people to obtain and maintain employment with a public authority. (Outcome measure: 'employment'.)

The process for developing a DAIP is set out in the Act and the Disability Services Regulations 2004. It includes public notice and consultation, publication of the finished DAIP and lodgement with the Commission. DAIPs must be reviewed at least every five years. The Commission provides resources to assist authorities to develop and review their DAIP.

Public authorities must provide the Commission with annual progress reports on the implementation of their DAIP. The progress reports address each outcome area and include activities by agents and contractors who provide services to the public for the public authority. After reviewing the progress reports, the Commission develops this combined DAIPs Progress Report for public authorities across WA. The Minister for Disability Services tables the annual DAIPs Progress Report in both houses of the Parliament of Western Australia. Public authorities must also outline their DAIP activities in their own annual reports.



Support from the Commission

The Commission supported public authorities to develop and implement their DAIPs and build inclusive communities during 2015–2016. Activities included:

- maintaining a suite of resources online to assist public authorities to develop and implement DAIPs
- providing disability awareness presentations for public authorities to build staff knowledge and confidence
- providing one-on-one support to officers across the public sector to help them improve accessibility
- participating in consultation and advisory groups on significant projects
- developing a new online reporting system to make it faster and easier to report on DAIP implementation
- liaising with public authorities to assist with the extension and expansion of the National Disability Insurance Scheme in WA
- partnering with the WA Local Government Association and National Disability Services WA to support local governments to establish a state-wide Changing Places network
- partnering with the Public Sector Commission and the Director of Equal Opportunity in Public Employment to develop 'See my abilities: An employment strategy for people with disability' to increase the representation of people with disability in the public sector
- providing workshops and grant funding through the Lighthouse Project, a partnership with Local Government Managers Australia WA to help local governments develop strategies to address Outcome 7
- providing Community Infrastructure Grants and Community Inclusion and Participation grants for local projects to make communities across WA more inclusive.

Disability Access and Inclusion Plans lodged with the Commission

Under the Disability Services Act 1993, public authorities are required to lodge their DAIP with the Commission. Newly created public authorities have 12 months from establishment to lodge a DAIP. Public authorities must review their DAIP and lodge a new DAIP with the Commission at least every five years.

In 2015–2016, seven State Government agencies and 14 local governments lodged new DAIPs with the Commission.

The Commission has received compliant DAIPs from 95 per cent of those State Government agencies required to provide one, and from 99 per cent of local governments. The Commission is working with the remaining public authorities yet to submit a legislatively-compliant DAIP.

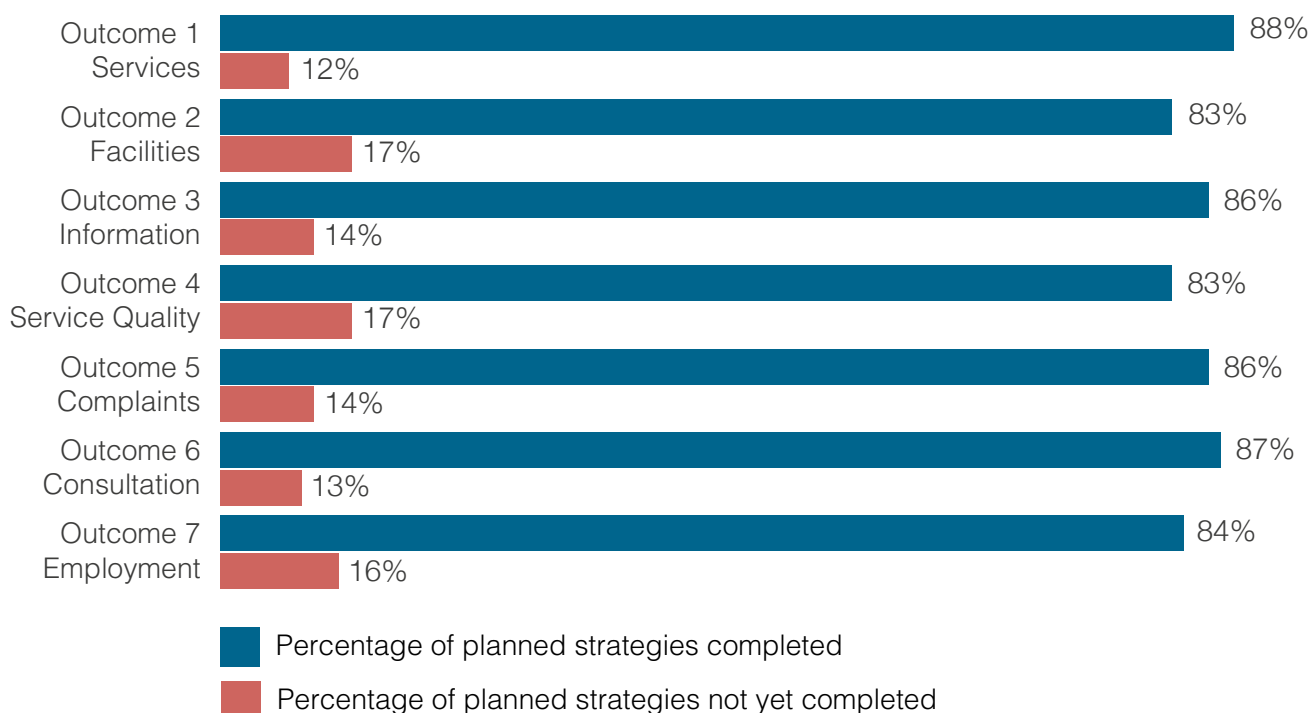


Implementation progress of Disability Access and Inclusion Plans

In 2015–2016, 99.6 per cent of public authorities provided progress reports. Public authorities reported that 85 per cent of the DAIP strategies they planned to undertake during the year were completed. This indicates a strong commitment to implementing improvements to access and inclusion.

The following chart shows the percentage of planned DAIP strategies that were completed and not completed for each of the seven DAIP outcome areas.

Combined State and local government DAIP strategy implementation



The chart above indicates there was a consistent distribution of strategy implementation across the seven DAIP outcome areas. The greatest progress was achieved for Outcome 1 – ‘people with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority’.

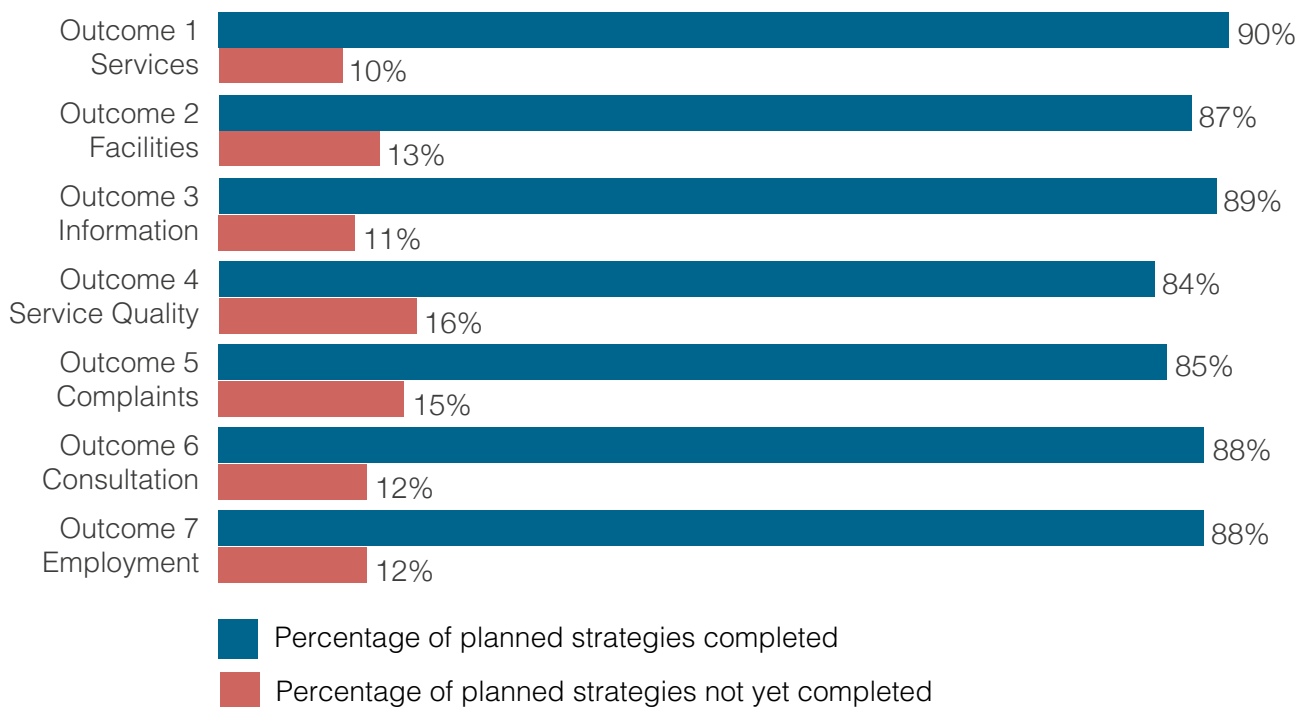
In addition, there has been commendable improvement on Outcome 7 – ‘people with disability have the same opportunities as other people to obtain and maintain employment with a public authority’. Eighty-four per cent of Outcome 7 strategies were completed, which was a nine per cent increase over last year’s figure of 75 per cent. This reflects a variety of innovative new approaches to improving employment of people with disability across government.

The following sections show the progress made by State Government agencies and local governments.

State Government agency progress

State Government agencies reported good progress in implementing their planned DAIP strategies. The following chart shows the percentage of planned DAIP strategies completed and not completed in each DAIP outcome area.

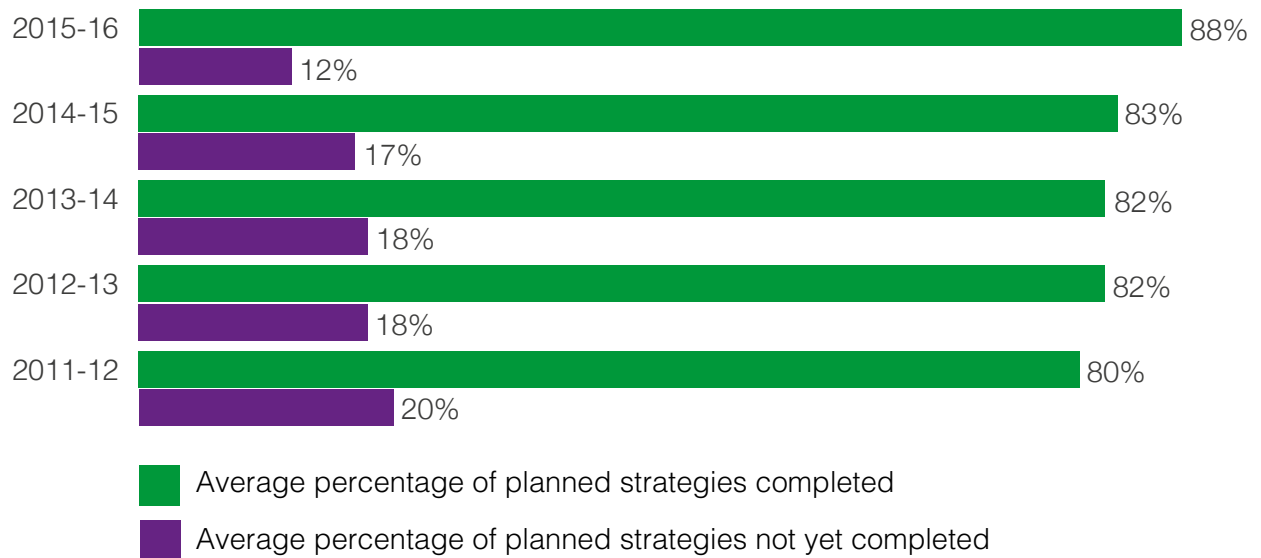
DAIP strategy implementation by State Government agencies



The chart above indicates that 88 per cent of planned strategies were completed across the seven outcomes. This is an increase of five per cent from 2014–2015.

The following chart provides information about planned State Government DAIP strategies completed from 2011–2012 to 2015–2016.

Comparison DAIP strategy implementation by State Government agencies



The chart above indicates that State Government agencies have improved their implementation of DAIP strategies, with an eight per cent increase in progress over the past five years.



Examples of DAIP activities by State Government agencies

These are some of the DAIP strategies implemented by State Government agencies in 2015–2016.

DAIP Outcome 1

People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority

Department of Culture and the Arts

The Department of Culture and the Arts holds the annual Awesome Festival and provides a comprehensive navigational guide for parents who have children with Autism Spectrum Disorder. The navigational guide helps parents to make informed choices about festival activities based on their child's needs.

In 2016, Glasgow-based performer and choreographer Claire Cunningham was artist-in-residence. She led a five-day masterclass for 16 dancers with disability to explore disability identity and artistic expression.

Department of Transport

The Department of Transport offers a new Safe Driving Course for people who live in remote communities. This includes a presentation with embedded videos and a voice-over to assist customers who are unable to read. The department has also introduced a standardised Oral Theory Test as an alternative to the Computer Theory Test. A simplified process became available to meet the department's need to check some drivers' ongoing fitness to drive. This includes an option for them to complete a declaration statement instead of undergoing a further medical assessment. It is available for eligible drivers who have previously undergone a full medical assessment.

The department's accessible Marine Education Boatshed, a school-based education facility, was officially opened on 1 December 2015. The boatshed provides hands-on learning facilities and has specially trained educators to help schools incorporate marine safety education into the regular curriculum. A number of students with disability and medical conditions who enrolled in the facility successfully completed the Recreational Skippers Ticket test. Two ramps have been built to facilitate disability access and will greatly benefit future students who require additional assistance and training time.



The Department of Transport's Marine Education Boatshed has wheelchair access.

Edith Cowan University

Edith Cowan University student Vanessa Vlajkovic, who is deafblind, volunteered to participate in the university's annual Open Day, at its Mount Lawley campus. The Open Day aimed to provide prospective students with information about courses, answer questions, and provide an opportunity for people to visit the campus grounds. The university funded an interpreter to assist Vanessa to participate in the Open Day. Her duties for the day included meeting and greeting prospective students, talking to them about her field of study and her experiences as a student, and handing out surveys. Vanessa is studying for her Bachelor of Media and Communications.



Vanessa Vlajkovic volunteering at the Edith Cowan University Open Day.

Legal Aid WA

Legal Aid WA's Social Inclusion Program provides legal assistance to vulnerable people, including people who have cognitive or intellectual impairment, physical disability or are experiencing mental illness. The program focuses on early intervention and resolution of legal issues by services such as legal advice, advocacy and negotiation.

Public Sector Commission

The Public Sector Commission made its events more accessible through consultation with people with disability. It lowered its catering bench so that people who use wheelchairs can access food and drinks easily, adjusted room configurations to allow sufficient space and access for participants who use mobility equipment, and made ergonomic modifications to meet individual medical requirements.

Public Transport Authority

The Public Transport Authority continued to implement a long-term program to replace the existing Transperth bus fleet with new, low-floor accessible buses. As at 30 June 2016, 97.4 per cent of the agency's metro fleet (1,400 of 1,437 buses) and 84.7 per cent of regional buses (122 of 144) are accessible. Preference is given to operating accessible buses whenever possible. Two ferries, MV Phillip Pandal and MV Shelley Taylor-Smith, provide accessible Transperth ferry services.



Elizabeth Quay Jetty provides easy access to the Transperth Ferry.



West Coast Institute of Training

West Coast Institute of Training's disability support staff are members of the Tertiary Education Disability Access Network Inc. This network comprises disability support officers from universities and TAFEs in WA and officers from the Australian Government's National Disability Coordination Program. Network members meet once a month to discuss current issues, policy and procedures and invite guest speakers to talk on topics relating to access and inclusion.

The institute's disability support staff attend enrolment days to provide new students with information about supports available to them. Students can also access advice, tutoring and support from staff every day at a 'one-stop shop' support centre within the institute's library.

Perth Zoo

Perth Zoo launched and hosted its first Dreamnight – an international event where zoos open their gates to children with disability and healthcare needs for a private twilight event. The event offers a magical evening focused on embracing inclusion and accessibility and is only for the children and their families. All zoo staff and contributors volunteered their time and effort to ensure the event was a success.

The zoo's Discovery and Learning experiences are designed to be successfully accessed by people with disability. The zoo liaises directly with schools, community groups and/or individuals to explore how to modify Discovery and Learning experiences to meet the needs and enhance outcomes for participants. Education support schools have continued to participate in zoo camps so their students can experience the zoo atmosphere overnight. Participants who use electric wheelchairs have also enjoyed Wild Vets, a school holiday program for students aged 14 to 18. Children with autism have taken part in Zoo Crew, a school holiday program for children aged eight to 13. A new zoo performance program for school and holiday groups was also successfully launched this year, with participants from primary education support centres providing positive feedback about their experience.



Dreamnight at Perth Zoo.

Picture: Justin Benson-Cooper/The Sunday Times.

DAIP Outcome 2

People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority

Department of Finance

Recent upgrades to the QBE Building have added accessible control pads to lifts for more inclusive access. The Optima Building has Braille signage on all lifts and toilets and voice level confirmation in lifts. There is ramp access to the front and rear of the building and electronic opening doors. The department continues to assess office buildings, facilities including reception and client contact areas, and ACROD parking bays to enable access wherever possible for people with disability.

Mental Health Commission

The Mental Health Commission moved its office to a new location, and priority was given to ensuring access. Before the move, the Commission's occupational safety and health representatives conducted inspections and assessed the building's accessibility. Then, as part of the project planning for the relocation, the Commission ensured that all accessibility issues were addressed during the fit-out, including provision of an accessible path of travel from parking bays through to the reception area.

Water Corporation

The Water Corporation has made a range of modifications at one of its buildings to make it more accessible. It has installed an automated door opener and grab rail in one of the office toilets, to make the facility more accessible for an employee who uses a wheelchair. Tactile surfaces, an automatic door and a toilet with wheelchair access at the front entrance are other recent accessible modifications. Easy access parking is also available. Current building codes, certification from an external building surveyor and local government approval has ensured that the building was built to accessible standards. This includes all pavements and driveways, which have been upgraded.



DAIP Outcome 3

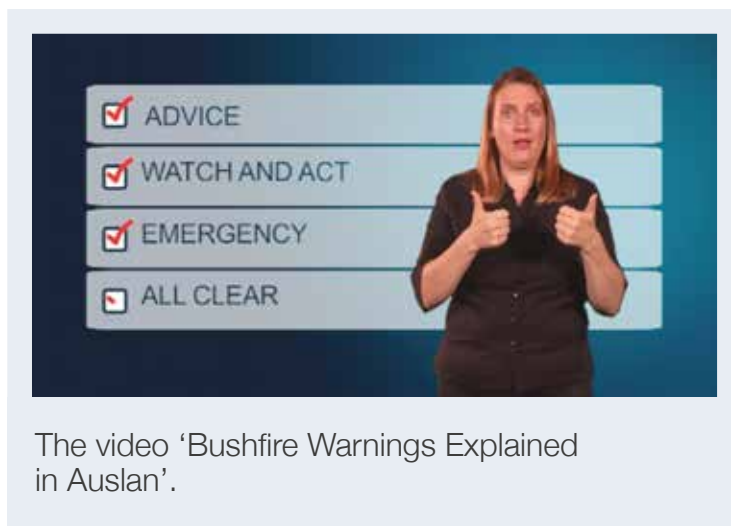
People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it

Department of Aboriginal Affairs

Departmental publications are regularly audited to ensure compliance with the Department of Aboriginal Affairs' guidelines for accessible formats. An external vendor carried out an annual audit and updates were completed. The department's website complies with the Web Content Accessibility Guidelines (WCAG) 2.0 level (AA) requirements. The website has recently been redesigned to be as accessible to as many users as possible, including people who may use assistive technology. People using slower internet connections, handheld devices, mobile phones and regional and remote users are also accommodated.

Department of Fire and Emergency Services

The WA Deaf Society worked with the Department of Fire and Emergency Services to produce a video in Auslan, the language used by the Australian Deaf community. The video explains the different bushfire warning levels and is available on the department's website and YouTube. With better understanding of the alert levels, people are in a better position to assess their level of risk and danger, and decide what actions they need to take to make themselves safe.



Department of the Premier and Cabinet

The Department of the Premier and Cabinet's internal and external websites were upgraded and website templates redesigned to meet Web Content Accessibility Guidelines (WCAG) 2.0 level (AA) requirements. The department developed a Web Governance Framework to ensure people with disability can access information readily. The department has upgraded to technology platform SharePoint and carried out a review and update of all content for currency, relevance and ease of navigation.

Office of the Director of Public Prosecutions

When required, interpreters or appropriate technology methods are used to support the communication needs of people with disability who are victims of crime or witnesses and are in contact with the Office of the Director of Public Prosecutions. The office's website provides clear instructions about how people with disability can access information in alternative formats and can access interpreters. Office publications are regularly, and where necessary, revised with victims and witnesses to ensure the language is clear and concise, and publications are available in alternative formats.

WA Health Promotion Foundation (Healthway)

Healthway has begun regularly distributing e-newsletters to advise subscribers of news, events and activities. Improvements are also being made to Healthway's website to increase accessibility and responsiveness. Work is also being carried out to extend Healthway's online funding application portal and has progressed to include all sponsorship categories, providing easier access for applicants who may need additional supports. This approach will also be applied to Health Promotion Grants applications.

Western Australian Electoral Commission

The Western Australian Electoral Commission trialled tools and technologies to assist electors with disability to access and vote in a polling place. In addition, the Commission has investigated options to support electors who previously could not vote without assistance to vote online, privately and securely. This has resulted in the Electoral Amendment Act 2016, which provides a legislative basis for future implementation of electronic voting in WA.

DAIP Outcome 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

Botanic Gardens and Parks Authority

A number of Botanic Gardens and Parks Authority staff were recognised for exceptional customer service in several areas, including transporting visitors around the park in an electric vehicle, providing additional accessible parking bays on busy days and lifting wheelchairs in and out of vehicles. The department is also sharing access and inclusion information at staff and volunteer meetings and through newsletters. Kings Park Education has served more students with disability this year than in previous years through environmental education programs, designed to meet the students' specific curriculum and developmental needs. With 448 people attending programs this year, this represents an 84 per cent increase on last year's figures.

Department of Agriculture and Food WA

The Department of Agriculture and Food WA has developed a new online equity and diversity training course. The course includes disability awareness training with links and information to the department's DAIP 2015–2019, Implementation Plan and Substantive Equality Policy. All staff are required to complete regular equity and diversity refresher training to ensure they maintain their knowledge of processes and legislative responsibilities.

Disability access and inclusion requirements have been built into the department's enterprise-wide project management system. This allows access and inclusion requirements to be considered early in the planning stage of all activities. Managers are now able to record DAIP items as issues to resolve at the planning stage of a program, project or operation. A facility has also been created in the project management information system to collate and view DAIP issues from across the department for reporting purposes. The Diploma of Project Management course (which is mandatory for all program, project and operations managers) includes information and opportunities for discussion about DAIP requirements. Course participants are assessed through the development of a project plan and the plan's template prompts managers to consider DAIP issues.

Pilbara Institute

At the beginning of each semester, Pilbara Institute's Disability Support Coordinator liaises with academic staff to prepare individualised supports for students with disability. Supports include assistive technology, accessible course materials such as large print or accessible digital files, tutoring and mentoring support. Alternative assessments are developed as required. The Disability Support Coordinator assists students and academic staff throughout the semester and plays a role in promoting disability awareness throughout the Institute.

Polytechnic West

As well as providing individualised services and supports to students through its Disability Services Unit, Polytechnic West continues to build staff capacity across the Institute to improve the level and quality of service to people with disability. Polytechnic West initiated a project in collaboration with Challenger Institute, Kimberley Institute of Technology, the Department of Training and Workforce Development and the National Disability Coordination Officer program to develop resources and materials for disability awareness and access specific to the vocational education and training sector. Polytechnic West students with disability completed 330 qualifications, exceeding the annual target, and feedback in the annual learner survey showed that 91 per cent of students with disability said the institute respected their background and needs.

DAIP Outcome 5

People with disability have the same opportunities as other people to make complaints to a public authority

Department of Corrective Services

The Department of Corrective Services' Administration of Complaints, Compliments and Suggestions (ACCS) branch is accessible to people in custody, clients and members of the community. Information on ACCS is available through privileged mail in prisons, phone and the department's website. ACCS staff visit prisons on an as-needed basis. Materials are available in a range of formats upon request, including hearing and interpreter services, online via the department's website and onsite through posters and brochures. Complaints can also be made via prison staff and the Independent Prison Visitor scheme.

WA Country Health Service

WA Country Health Service (WACHS) ensures current complaint and grievance mechanisms and policies are accessible and appropriate for people with disability. Strategies include the use of customer and staff suggestion boxes at WACHS sites. In addition, regions have liaison officers who can assist people to register a complaint. Regions also review complaint forms and lodgement processes to ensure these provide the appropriate platform for initiating a complaint.

WACHS regions provide information on the complaint process for people with hearing impairment and can facilitate access to translating and interpreting services. The service also enables non-profit organisation Advocare to visit WACHS regional offices each year to inform people with disability in hospitals and the community about advocacy services.

DAIP Outcome 6

People with disability have the same opportunities as other people to participate in any public consultation by a public authority

C Y O'Connor Institute

C Y O'Connor Institute used a survey to improve its understanding of disability inclusion on campus. Students were asked to participate in an access and inclusion survey and the results were given to the institute's DAIP Steering Committee and to relevant staff for consideration. In addition, regular meetings are also held between the institute's Access and Equity Officer and in-class assistants to discuss strategies, accommodation and mental health to support students with disability.

Government Employees Superannuation Board (GESB)

Government Employees Superannuation Board (GESB) recently trialled a feedback form on access and inclusion. The form was introduced as part of the consultation process required for the update of GESB's DAIP. It was placed on the GESB website, noted in a DAIP consultation notice in The West Australian newspaper and included in a feedback pack for members and families who attended GESB's superannuation information sessions. GESB's DAIP working party will use the comments and suggestions to make GESB more inclusive.

Insurance Commission of Western Australia

The Insurance Commission released a Green Paper on options to add no-fault catastrophic injury cover to WA's compulsory third party insurance scheme. The resulting dialogue with the disability and health sectors provided a deeper understanding of the impact of catastrophic injury, as well as how supports and insurance work in practice. This engagement was a key community consultation initiative by the Commission. The feedback contributed to a scheme where all people catastrophically injured in motor vehicle crashes in WA will be covered for the treatment, care and support they need over the course of their lives.



DAIP Outcome 7

People with disability have the same opportunities as other people to obtain and maintain employment with a public authority

Department of Treasury

The Department of Treasury enlisted the services of Edge Employment Solutions to provide regular support and coaching for two employees with disability. In addition, when Treasury staff were relocated to different premises, the department provided tailored support to employees with disability by organising a one-on-one guided walk for them through the new workplace before they moved in. As part of the relocation, Treasury ensured the new workplace had disability access.

Department for Child Protection and Family Support

The Department for Child Protection and Family Support is building staff awareness on disability employment through broad and targeted communication channels including 'News of the Day' and 'Looking Forward'. This communication strategy aims to raise awareness about disability and build a strong business case to support the employment of people with disability. The first major communication tool used was a 'News of the Day' story that highlighted the department's commitment to being an equal opportunity employer through a 12-month formal partnership with the National Disability Recruitment Coordinator (NDRC).

Department of Finance

The Department of Finance recruited two employees with disability under the Public Sector Commission's traineeship program and provided them with additional internal and external training and development, including learning and transport support, as required. The trainees actively developed their job readiness skills and completed Certificate III in Government. As a result of this program's ongoing success, the department was invited to speak at three Public Sector Commission events regarding employment for people with disability.

In consultation with job support providers, the department implemented strategies to support sensory and learning needs for new and existing employees. This included supporting employees with intellectual disability to use public transport, perform tasks and prepare for change in the workplace.

Co-worker awareness was enhanced by providing formal training sessions, tailored information for specific business areas and regular support from the Organisational Development team.

The department's DAIP programs and objectives are also promoted at staff inductions, code of conduct training, and staff selection panel training.

Department of Fire and Emergency Services

The Department of Fire and Emergency Services employed a trainee with disability who is supported by Edge Employment Solutions. The person undertook Certificate III and Certificate IV in Government and has now gained full time permanent employment with the department. The flow-on effects of the partnership with Edge and feedback from the staff member's family have been highly encouraging.

Disability Services Commission

The Commission engaged two trainees with disability through the Public Sector Commission's traineeship program. The trainees were supported to develop their job skills and gained experience that helped them work toward formal qualifications. One trainee has since moved on to permanent employment with the Commission.

The Commission also uses disability enterprises to provide a range of services. For example, catering is provided by Newcastle 1902, car washing is carried out by Intework and maintenance and gardening work at a number of Commission premises is carried out by Workpower.

Great Southern Development Commission

Since 2002, the Great Southern Development Commission has engaged the services of a local agency that employs people with disability for tasks such as car washing and detailing, and general administrative duties. The Commission continues to use personnel from this agency to ensure that people with disability can access a range of employment opportunities and gain confidence in an office environment.

Landgate

Landgate conducted accessible recruitment processes for two people with disability. Strategies used were modified written and verbal assessment methods, and assistance from Auslan sign language interpreters. Landgate also supported a customer service officer who had developed a significant hearing impairment by procuring adaptive hearing technology recommended by medical specialists.



Office of the Environmental Protection Authority

Senior Geographic Information System analyst Claire Hawke wrote about her experience starting work with the Office of the Environmental Protection Authority (OEPA):

“I have had three positive experiences with OEPA relating to my disability. First, when I did my interview for the position that I eventually was fortunate enough to get here at OEPA, my need for time off to go to my medical appointments was dealt with well. I asked the panel about flexible working time and shared that I had a medical appointment which I have to attend once a week. The panel treated this with respect, noted it, and indicated that this was OK. It was good that I could be open in my interview about my medical needs. Second, I was offered the job, so I feel that my medical requirements did not hinder my chances of getting the job. I was not discriminated against for needing ongoing medical treatment. Finally, as soon as I started here, my direct managers were forward, supportive, and accepting of my medical needs.”

Public Sector Commission

The Public Sector Commission, in partnership with the Disability Services Commission and the Director of Equal Opportunity in Public Employment, has developed ‘See my abilities: an employment strategy for people with disability’. The strategy provides a cohesive set of actions that will help public authorities achieve best practice in attracting, recruiting, retaining and developing people with disability. This strategy encompasses three priority areas: promoting awareness, preparing the organisation and providing opportunities.



Claire Hawke working at the Office of the Environmental Protection Authority.

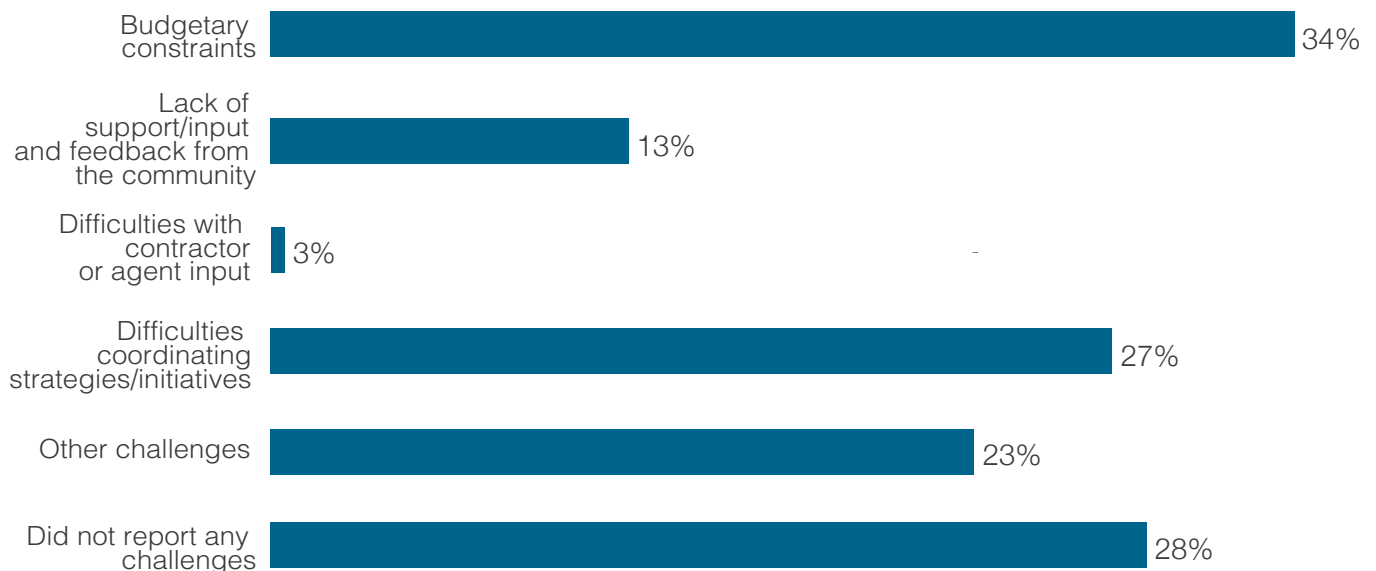
Challenges experienced by some State Government agencies

To support the continuous improvement of outcomes, the Commission this year undertook an analysis of the challenges public authorities faced in implementing their DAIPs. This will help the Commission provide more targeted support in the future.

Not all State Government agencies reported facing challenges but those that did said the most common challenges were:

- budgetary constraints
- organisational restructure making reporting and responsibility unclear
- obtaining feedback from the community
- scheduling works in agencies that are open seven days a week
- supporting people whose disability is not immediately recognisable
- obtaining reports from agents and contractors.

Proportion of State Government agencies facing various implementation challenges



Disability Access and Inclusion Initiative: Changing Places

Changing Places are clean and private spaces that include an adult sized change table, hoist and enough space for two people to assist. They do not replace standard accessible toilets but demonstrate best practice in access and inclusion for people with disability.

In 2015 the Disability Services Commission announced \$2 million in grant funding to support the establishment of a state-wide Changing Places network in partnership with the WA Local Government Association and National Disability Services (NDS) WA. In December 2015, the first seven locations for Changing Places were announced: Cockburn, Albany, Broome, Geraldton, Mandurah, Narrogin and Toodyay. Additional Changing Places have since been announced in Bunbury, Collie, Fremantle, Gingin, Joondalup, Kalgoorlie-Boulder, Katanning, Melville, Port Hedland, Moora and Cunderdin. The contribution by these local governments has been critical to the success of the Changing Places network.

Additional Changing Places are also being planned by State Government agencies at Waterbank, Yagan Square, Scarborough foreshore redevelopment and the Perth Stadium. The Metropolitan Redevelopment Authority opened a Changing Place at Elizabeth Quay in January 2016.

The Disability Services Commission is now working with local governments and other private and commercial organisations to encourage them to build Changing Places in their community.



Changing Places are secure, clean facilities for people with disability who need space and assistance to use the bathroom when out and about in the community.

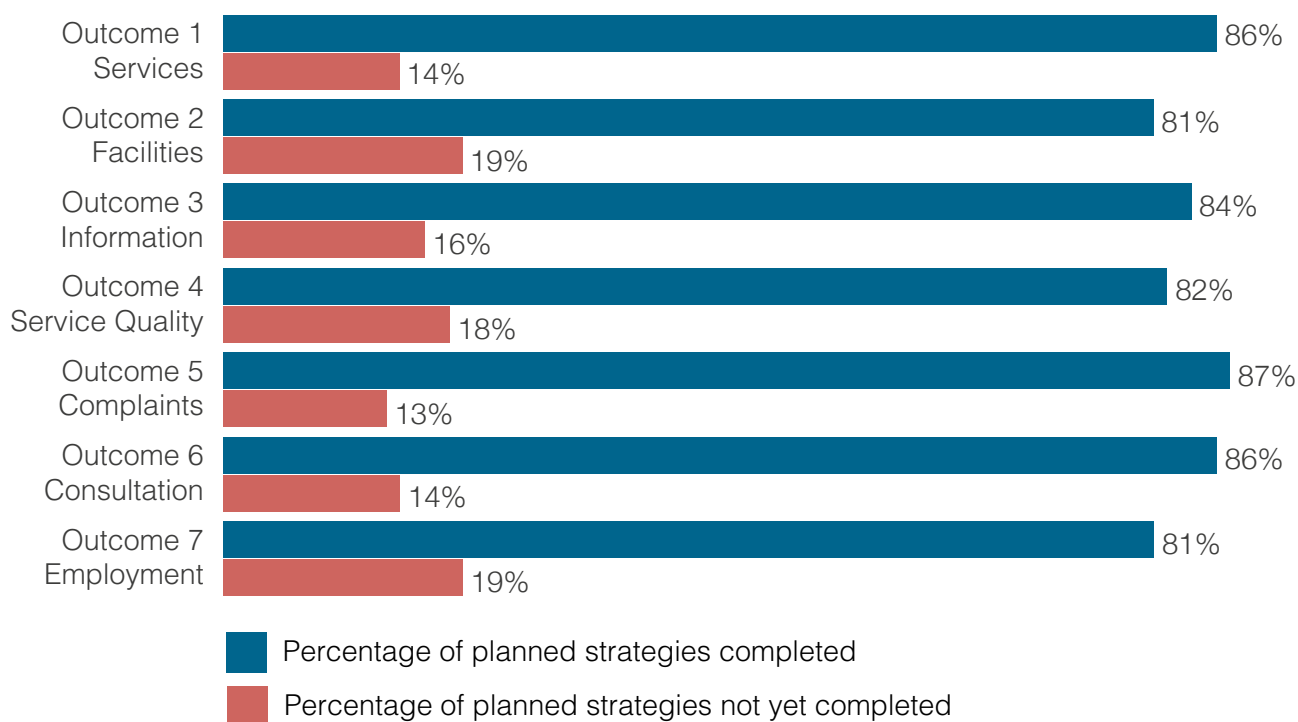
Local government progress

Progress reports were received from 99 per cent of local governments.

Local governments reported good progress in the implementation of their DAIP strategies. The following chart shows the percentage of planned DAIP strategies completed and not yet completed for each DAIP outcome area.

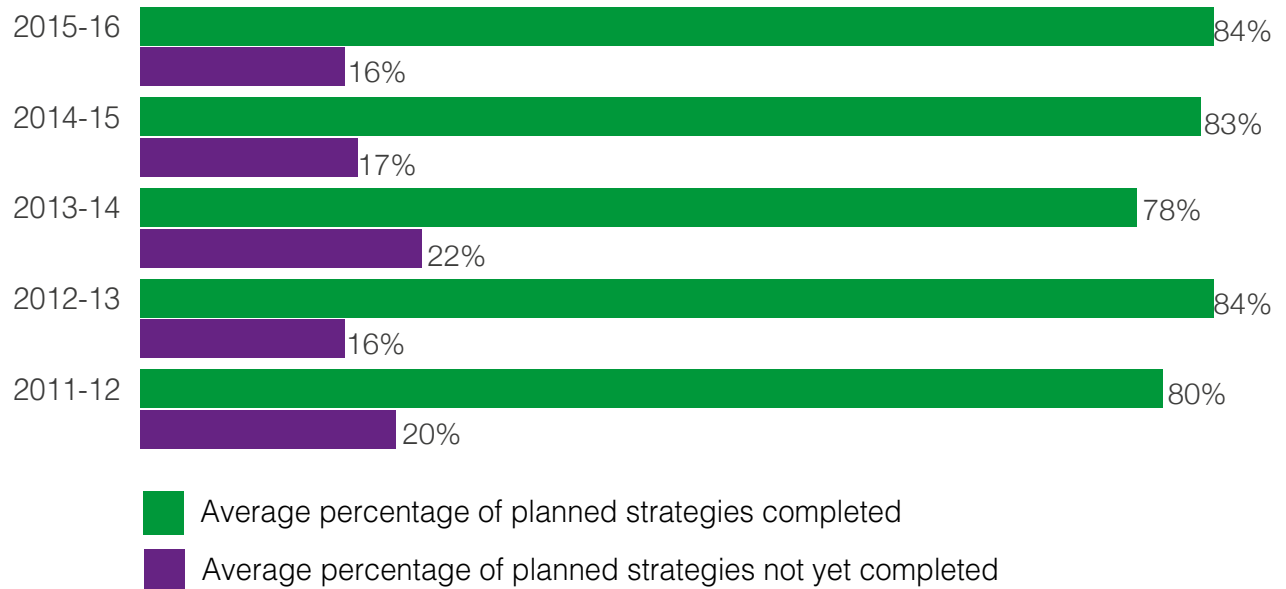
The chart below indicates that over the seven outcomes, 84 per cent of the planned strategies were completed. This is an increase of one per cent from the previous year.

DAIP strategy implementation by local government



The chart below provides information about DAIP strategy completion from 2011–2012 to 2015–2016. The chart shows that local governments have made steady progress in implementing DAIPs over the past five years.

Comparison DAIP strategy implementation by local government



Examples of Disability Access and Inclusion Plan activities by local governments

The following is a sample of some of the DAIP strategies completed by local governments in 2015–2016.

DAIP Outcome 1

People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority

City of Bayswater

The City of Bayswater actively supports clubs and sporting groups to be accessible and engage with people with disability. It holds an annual Have a Go Day event that allows people to try a range of inclusive sport and recreational activities. The City, in partnership with VisAbility, also launched Bayswater Connect, a pilot project that links residents to local sport, recreation and community groups. Bayswater Connect welcomes people with disability into their local community and supports local clubs and community groups to include people with disability.

Shire of Boyup Brook

The Boyup Brook Country Music Festival has consistently embraced its responsibility to hold a safe community event and have strategies in place for festival-goers with disability. This year, festival organisers increased the car parking area available to visitors, and also improved signage and provided accessible parking in a more convenient location adjacent to the main gates. Volunteers were stationed at the main gate and were on hand to help anyone who needed assistance.

City of Bunbury

The City of Bunbury Council endorsed the Most Accessible Regional City in Australia (MARCIA) strategy, aiming to achieve this goal by 2020. All services and events will now be delivered in line with the MARCIA strategy.

The City also delivered the Grandfamilies Fun Day at Bunbury Wildlife Park. The venue was already accessible and inclusive – due to the high number of patrons expected – but extra accessible car parking bays, accessible toilets and seating areas were included to augment the existing facilities. In addition to this, a designated ‘quiet area’ was set up so patrons had the option of some quiet time. Christmas in the City and Australia Day celebrations were successfully delivered, with the community giving positive feedback to the fact that the City provided an accessible rest area for these events. The Love Where You Live outdoor cinema series delivered three accessible events in local parks, which all received positive community feedback.

Town of Cottesloe

The Town of Cottesloe’s Grove Library has a range of services to assist people with disability living in the area, including the Words on Wheels home delivery service. A specialist staff member also visits library clients to assist with accessing online e-books and other services including setting up their devices to access library content.

City of Fremantle

The City of Fremantle supported DADAA to run tactile tours and audio descriptions at the Fremantle Festival parade and selected Street Arts Festival performances. The City also partnered with the Disabled Surfers Association of Australia to hold four Let's Go Surfing events during summer. The City provided accessible portable toilets, assistance with traffic management, the use of a portable hearing loop and staff assistance.

City of Joondalup

The City of Joondalup developed the Community Connect Sport and Recreation Program (CCSR) in partnership with Inclusion WA and the Disability Services Commission. CCSR has successfully engaged 44 local sport and recreation clubs to offer people from all backgrounds and ability levels the opportunity to participate in local clubs. CCSR held four social inclusion training sessions, engaging 75 participants. It also held two community welcome days, where more than 50

clubs and groups showcased accessible and inclusive activities. A further five clubs have held their own inclusive 'come and try' days following education and mentoring sessions with Inclusion WA.



Gridiron is one of the sports offered under the City of Joondalup's CCSR Program.



City of Joondalup staff at the CCSR Program.

Shire of Plantagenet

More people with disability were able to enjoy the Fremantle Dockers versus Adelaide Crows AFL match at Souness Park in Mount Barker, after the Shire of Plantagenet ensured there was suitable access, priority entry and exit, priority seating and accessible car parking close to the entrance of the oval for people with disability. Community members with disability who attended the game gave positive feedback.

City of Stirling

The City of Stirling recently partnered with Recharge Scheme Australia to provide power points to enable people to recharge their electric wheelchairs or mobility scooters at many of the City's libraries, community and recreation centres. The City is seeking expressions of interest from businesses and organisations to partner with the City to provide this service and facilitate coverage throughout the City's suburbs.

The City also holds the Accessible Stirling Awards to recognise local businesses that improve access and inclusion for community, customers or staff.

City of Swan

The City of Swan hosted an expo about information sharing and activities targeted to help connect people of all abilities to clubs and networks. The City worked with Inclusion WA to ensure full access to the Swan Park Facility where the expo was held. The City also provided a free accessible shuttle bus through Swan Community Care to transport people from Midland Station to the expo. In March 2016, the City hosted a Live It Up Festival for people with disability and carers at the Woodbridge Riverside Park and Play space, an inclusive venue. The event showcased services available to people with disability who live in the City.

DAIP Outcome 2

People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority

City of Albany

The City of Albany's new Eyre Park All Abilities Playground caters for people with disability and offers play options catering for children with physical and sensory disability. The playground enables inclusive play, where children with disability can play with other children on specially-designed equipment.



Eyre Park All Abilities Playground.

Shire of Bridgetown-Greenbushes

The Shire of Bridgetown-Greenbushes completed and implemented an audit of its facilities to identify access barriers to buildings and facilities. Barriers were identified and the Shire recently renovated its administration building and made improvements to access within the building. The Shire has also designed its new library and community pool to be accessible.

As part of the Shire's long-term plan to embrace the increasing number of mobility equipment users, outdoor electricity points have been installed at several locations to ensure users can recharge their mobility scooter batteries.



Bridgetown Swimming Pool.

Shire of Capel

The Shire of Capel recently renovated its administration office and ensured the new building and car park adhered to the relevant Australian Standards. Once all the renovations were completed, the Shire invited a resident in a wheelchair to visit the office and assess its accessibility. It was identified that in the older section of the office, that was not renovated, one doorway was not wide enough for wheelchair access. The Shire applied for a grant and was able to modify the doorway.

City of Cockburn

The City of Cockburn is continually working toward improving beach accessibility. The City implemented a successful trial of the beach matting at Port Coogee Marina and additional concrete was laid at the North Coogee Beach to improve accessibility.



The City of Cockburn tests new beach matting.

Shire of Corrigin

The Shire of Corrigin has built a new recreation and events centre. This building enables the community to host functions that can cater to the needs of people with disability. The facility includes ramp access throughout the building, wide entries, toilet and shower facilities for people with disability and hearing loops. This building, along with other facilities that the Shire has improved over the past five years, now offers a greater number of accessible facilities that can be used by people with disability.



The Shire of Corrigin's new recreation and events centre.

Shire of Esperance

The Shire of Esperance has improved access to the cemetery for people with disability by allowing entry by vehicle on Sundays. Car parking is also permitted within the cemetery for people with disability who are attending burial services.

City of Stirling

In addition to a range of access upgrades undertaken by the City of Stirling, its Disability Advisory Panel has been actively promoting accessibility in Stirling. The panel consulted the Metropolitan Redevelopment Authority, Access Consultants and the City to provide input to the Scarborough Redevelopment Project and Scarborough Beach Pool. The panel's expert advice and guidance aims to ensure these new developments meet best practice for disability access.



Shire of Perenjori

The Shire of Perenjori's DAIP progress report is an example of how regional local governments achieve results with limited resources. Perenjori only has a small number of people with disability. People with disability get personal visits by Shire staff to see if they are in need of anything. Everyone is aware that Shire staff are helpful and happy to assist everyone.

A Community Bus has been traveling weekly to Morawa IGA while the Perenjori Shop is closed. This gives people with disability who are unable to drive the opportunity to do their shopping. A weekly delivery service has been organised to bring pre-ordered and pre-paid shopping into town so people don't have to travel far to get their groceries and other goods.

Screen reading software has been purchased to give interested community members with eyesight disabilities the opportunity to listen rather than reading important documents on the Shire of Perenjori's website, especially the minutes of Council meetings.



A new accessible street crossing in Perenjori.

DAIP Outcome 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

Shire of Katanning

The Shire of Katanning's newsletter, Shire Matters, is offered in both hard copy and digitally on the Shire's website to ensure it is accessible for all potential interested members of the community. The hard copy version is delivered free by post to every Katanning household and the e-newsletter, which complies with access guidelines, has adjustable font size to suit the reader.

City of Perth

The City of Perth developed and adopted accessible directional and wayfinding signage guidelines that conformed to relevant Australian Standards on Access to achieve best practice. Existing signage will be improved through a remediation program.

The City also continued to ensure electronic documents on its websites use accessible formatting with accessibility features enabled. When a document is considered inaccessible (for example due to large amounts of graphs or images), a text-only version with descriptions representing non-textual content within the original document is also provided. Accessible documents are always made available alongside PDFs on the City's website.

City of Stirling

The City of Stirling is the first local government in WA to introduce website video links in Auslan with English transcript to promote many of its community services. Website visitors can click on the Auslan symbol to link with YouTube which has clips in Auslan for people who are Deaf or hard of hearing. Auslan is available for a range of community services, such as Meals on Wheels, After School and Vacation Care, Community Men's Shed, Stirling Community Care Services, Volunteer and Family services. The information was translated into Auslan by Sign Language Communications WA and presented by 2015 Young Australian of the Year and former City of Stirling Disability Advisory Panel member Drisana Levitzke-Gray.

The City's Meals on Wheels service introduced heating instructions in Braille on meal container lids for people with vision impairment. The Community Care Services newsletter included information from VisAbility on tips and hints for using a microwave. A range of aids such as tactile stickers and puffer paint were suggested to assist the user. The City's Waste and Fleet Services Business Unit converts the annual Waste Recycling Guide into Braille for residents. The Summerset Arts Festival 2016 presented three shows with Auslan interpreting.



This Auslan symbol is on the City of Stirling's website.

DAIP Outcome 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

City of Cockburn

The City of Cockburn purchased a subscription to the Institute of Access Training Australia's Access Awareness E-books, which are written by accredited access consultants. They are available for all staff and include checklists for creating accessible and inclusive facilities, programs and services. Staff regularly attend internal and external disability awareness training and inclusion and diversity training.

Shire of Cuballing

Staff awareness training ensured that Shire of Cuballing staff are mindful that some people may require assistance with paperwork associated with various functions of local government. The Shire also provided awareness training to councillors and staff to improve the awareness of access issues and further enhance their skills to provide an excellent service to people with disability.

Shire of Kalamunda

The Shire of Kalamunda engaged a consultant to deliver disability awareness training. The training addressed the responsibilities of local government and provided practical information to assist staff when providing service to a person with disability. It also included information on disability legislation and human rights, as well as case studies and exercises, including hands-on use of mobility aids, to demonstrate the barriers people with disability face. The training challenged stereotypes and emphasised the diversity of people with disability. The Shire is also coordinating specifically-tailored training to the chief executive officer, councillors and directors to assist their understanding of the Shire's DAIP and legislative responsibilities.

Shire of Manjimup

The Shire of Manjimup installed a circulation desk at Manjimup Library and a wheelchair access point at the Art Gallery. The Shire has also focused on accessibility at the Manjimup Regional AquaCentre through staff training and equipment.

City of Melville

A deafness awareness training session was held in March for City of Melville staff and the community to raise awareness on the Deaf community and communication needs. Disability access and communication skills training for 156 City staff was delivered by Central TAFE during Dementia Awareness Month in September. The City holds regular training on customer service communication needs including alternative communication processes (such as TTY and relay services).

Shire of Mundaring

The Shire of Mundaring libraries initiated training for employees in appropriate communication with people with psychosocial disability, who experience mental illness or who display challenging behaviours. Employees felt more comfortable and were more confident in communicating with patrons after the training. This has had a positive effect on inclusion for people in the local community.

Shire of Northam

Shire of Northam employees have received training to help them understand the needs of staff members with disability. In addition, the Shire's website now has a tab specifically to increase awareness of disability access and inclusion and it also includes the Disability Access and Inclusion Directory.

Shire of Woodanilling

Staff training is always ongoing and one member recently attended a basic signing class to better work with members of the community who are Deaf or hard of hearing.

DAIP Outcome 5

People with disability have the same opportunities as other people to make complaints to a public authority

City of Albany

The City of Albany implemented disability awareness training in response to a complaint regarding staff attitudes and customer service. The person who made the complaint and a family member were invited to be part of the training to share their experiences. Feedback from staff indicated a high level of satisfaction with the training and improved understanding about communicating with people with disability. Feedback from the person who made the complaint was that the City had responded appropriately and that the complaint process was accessible.

City of Kalgoorlie-Boulder

The City of Kalgoorlie-Boulder ensures that current grievance mechanisms are accessible for people with disability and are available via the City's website, City venues and telephone. Assistance is offered to people with disability who need the complaints form in an alternative format. The City is also working to improve staff knowledge so they can take complaints from people with disability. The City's new customer service team will help ensure staff are knowledgeable, aware and supportive of receiving and responding to communications from people with disability.

City of Subiaco

The City of Subiaco made improvements to accessibility of its main street following a complaint from a person with disability. City of Subiaco managers conducted a walk-through with the person to identify barriers such as road crossings, scaffolding on work sites and street furniture. This process identified a number of areas which could be improved and these were immediately carried out. Feedback from everyone involved was very positive and the person felt that the City dealt with the situation appropriately.

DAIP Outcome 6

People with disability have the same opportunities as other people to participate in any public consultation by a public authority

City of Albany

The City of Albany has established an Access and Inclusion Working Group to assist with implementation of its DAIP. The working group provides advice to various departments of the City and has been highly effective at enhancing access and inclusion including:

- developing a mobility plan for the Anzac Centenary celebrations
- providing advice and assistance to consultants designing the Eyre Park All Abilities Playground
- assisting the City to obtain funding for a Changing Places facility and improved access and inclusion in central business district retail outlets
- successfully extending its membership to bring in mental health expertise
- assigning individual members to assist other government agencies with disability access and inclusion training.

City of Belmont

The City of Belmont's Disability Access and Inclusion Focus Group meets monthly. Two Expression of Interest rounds were carried out to increase membership and diversity of the group. City employees and focus group members distributed the expressions of interest through their networks. It resulted in more community members and stakeholders joining the group – there were seven new members, including representatives from the All Abilities Centre, Rise Network and Therapy Focus. In addition, the International Day of People with Disability was acknowledged and incorporated into the City's largest public event, the Let's Celebrate Belmont Festival finale. Focus group members and staff distributed gift bags which included resources and information to community members with disability and carers.

City of Bunbury

The City of Bunbury's Community Access Committee has continued the momentum of the City's Most Accessible Regional City in Australia (MARCIA) strategy since holding the first workshop in March 2014. The committee helped to produce a MARCIA brochure and has been actively involved in promoting MARCIA at City events and via other avenues. The committee helped the City to forge a partnership with Edith Cowan University. Through this partnership, the City will partly fund an Industry Engagement PhD scholarship for three years. The committee is actively contributing towards the PhD project under this scholarship.

Shire of Capel

The Shire of Capel held a luncheon for people with disability during Disability Awareness Week. The event allowed the Shire's Disability Access and Inclusion Reference Group to get feedback from people with disability so disability awareness, access and inclusion could be improved. People who attended the event completed a short survey that aimed to identify barriers to inclusion in Shire services. The results of this survey will be used to review the Shire's DAIP.

Shire of Derby-West Kimberley

The Shire of Derby-West Kimberley uses various communication tools to invite all community members to forums. When the Shire's DAIP was due for review, it consulted with local organisations working with people with disability and held surveys via partners, noticeboard advertisements, local radio broadcasts and press releases. In addition, during consultation on streetscape upgrades, the Shire identified issues regarding accessible car bays and these were solved by relocating the car bays to provide better access to shops.

City of Joondalup

The City of Joondalup aims to expand community awareness about its consultation process as well as improve access for people with disability relating to this process. To achieve this, the City has put strategies in place including:

- maintaining a mailing list of individuals and organisations to contact about reviews and consultations related to access and inclusion
- providing a variety of consultation feedback methods, such as focus groups, interviews, in-person surveys and via phone and online interviews
- ensuring community consultations are held in accessible buildings and adhere to the Disability Services Commission's Accessible Events Checklist
- advertising formal community consultations using various methods.

City of Rockingham

The City of Rockingham Let's Talk network meets bi-monthly and provides opportunities for collaboration and partnerships with stakeholders and local service providers. The Disability Access and Inclusion Committee also meets bi-monthly. The committee provides advice to the City council on the implementation of the City's DAIP and disability access and inclusion issues. The City has consulted with people with disability to develop its DAIP and Disability Access and Inclusion Strategy.

DAIP Outcome 7

People with disability have the same opportunities as other people to obtain and maintain employment with a public authority

City of Bayswater

The City of Bayswater addressed Outcome 7 requirements in a number of ways. The City improved staff awareness by holding staff inductions on the City's DAIP, carrying out disability awareness training for all staff and providing staff involved in recruitment with training on interviewing with fair and due consideration. It improved its recruitment processes by reviewing human resources policies and procedures to comply with the City's DAIP, liaising with Disability Employment Services and ensuring employment opportunities were widely advertised. The City continued to work towards flexible arrangements for staff with disability, with arrangements being considered on a case-by-case basis. It also ensured that new or renovated City buildings complied with the Building Code of Australia and provided new and existing staff with workplace modifications and adaptive technologies.

City of Busselton

The City of Busselton actively promotes employment opportunities for people with disability by participating in the Capes Employment Development Group, a regional multidisciplinary network dedicated to improving employment of people with disability. The City is also fostering an organisational culture that values and is responsive to the diversity of its staff and councillors by recognising and rewarding staff who adhere to the City's values. The City is implementing fair and inclusive management and administrative practices that enable broader and more diverse participation in employment.

City of Fremantle

The City of Fremantle has consolidated its networks with all local Disability Employment Service (DES) providers and continues to meet to discuss their focus and client types, and the City's actions. Following these meetings a DES provider arranged a successful work experience placement with the City's Human Resources team.

The City has implemented a new recruitment process to disseminate all vacancies to a wide range of DES providers. The providers have confirmed that they are working to match the jobs with suitable candidates, and the City has started receiving applications.

Shire of Katanning

A staff member with disability wrote, in their own words, about their positive experience working at the Shire of Katanning:

"It is interesting, I think, that a disability may not be visual or obvious and can be forgotten or overlooked to the detriment of the ongoing health of a person, when often these are the people that may require more support in the less obvious ways.

"The support, empathy and willingness to work with me through the ups and downs of my particular disability have been beyond reproach and clearly show the commitment that is shown to the staff as well as people with a disability."

The Shire's flexibility in making leave arrangements and adjustments to working hours has allowed the staff member to continue working and feel valued for their contribution to the Shire.

Shire of Peppermint Grove

The Shire of Peppermint Grove's Grove Library is an example of a workplace with inclusive recruitment practices. The library recently employed a high school graduate with a cognitive disability. It also hosted two people undertaking rehabilitation after work injuries and consequently employed one of those people to work in the library on an ongoing basis. The library also has a volunteer with intellectual disability who assists on a regular basis.

Challenges experienced by some local governments

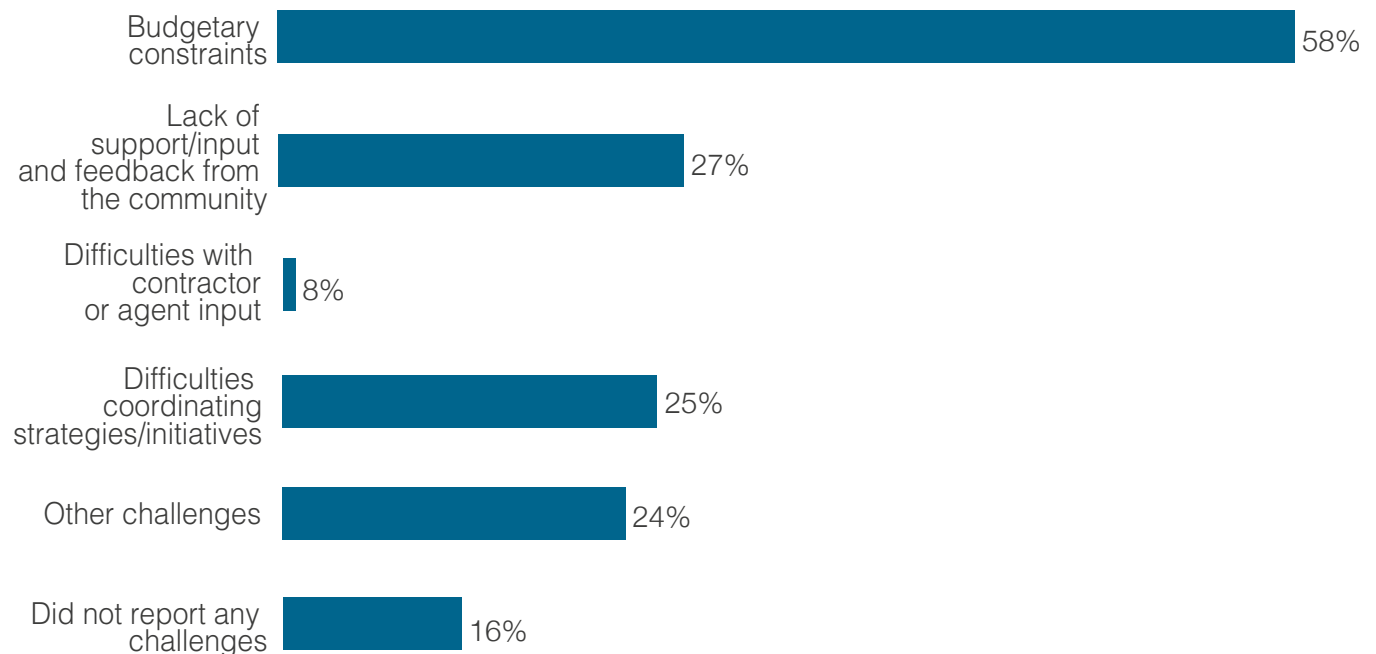
To support the continuous improvement of outcomes, the Commission this year undertook an analysis of the challenges public authorities faced in implementing their DAIPs. This will help the Commission provide more targeted support in the future.

Local governments have made consistently good progress in implementing DAIP strategies over the past few years, but many still face challenges. The most common challenges are:

- budgetary constraints and difficulty sourcing external funding
- difficulty obtaining feedback from the community
- time constraints and shortage of staff.

Some local governments noted these factors also affected their ability to engage with the community and develop their DAIP strategies, as well as their ability to implement them.

Proportion of local governments facing various implementation challenges



Agents and contractors

The Disability Services Act 1993 requires public authorities to ensure their DAIPs are implemented by any agents and contractors that undertake work or provide a service on their behalf. This is in line with the expectation that services or facilities provided with public funding are accessible to everyone.

The Commission provides guidelines for State Government agencies and local governments and their contractors on its website. These outline practical strategies contractors can use to support DAIP outcomes and DAIP progress reporting requirements.

The Department of Finance has a standard condition of contract to incorporate DAIP implementation and reporting into service agreements. The condition can be found in 'Delivering Community Services in Partnership: General Provisions for the Purchase of Community Services by Public Authorities', which is available on the Department of Finance's website.

Examples of progress made by agents and contractors

Shire of Augusta-Margaret River

The Shire had accessibility improvements made to its website. The contractor added a new toolbar button so Shire staff who edit webpages are notified of any potential accessibility issues.

Botanic Gardens and Parks Authority

Landscape architects Plan E work closely with the Botanic Gardens and Parks Authority to deliver outstanding facilities and amenities for Kings Park. The latest capital works project is a new pavilion built on the slope of the Mt Eliza Scarp and an accompanying terrace garden, with accessible paths and signage to provide access for people with disability.



The new Botanic Pavilion at Kings Park features accessible paths and signage.

Great Southern Institute of Training

Building contractors ensured that building modifications and construction at the Great Southern Institute of Training facilities complied with Australian Standards for access and mobility. Accessible pathways to facilities were maintained during building modifications.

City of Joondalup

The City of Joondalup's agents and contractors completed upgrades to the front entrance of the City's administration centre, as well as stairs at the Joondalup Library and parking and footpaths in areas identified as problematic by residents with disability. Local disability enterprise Intework was contracted to clean the City's public barbecues and to undertake pedestrian litter collection. Accessible walking paths were installed throughout Shepherds Bush Park and an accessible picnic area was built at Camberwarra Park.

City of Karratha

The City of Karratha implemented a Memorandum of Understanding with Empowering People in Communities for a Beach Accessible Wheelchair. Inclusion WA delivered two free community workshops to improve community understanding of disability and help redefine the language that is used when talking about disability. Contractors upgraded the Tank Hill Lookout to meet Australian Standards for access, including installing handrails with kick-boards for wheels, increasing the concrete surface areas surrounding shade structures, improving accessible parking, placing tactile ground surface indicators and providing dual-height telescopes. The City provided funding towards the installation of an accessible toilet at the Nickol Bay Speedway. Contractors enhanced the foreshore in Dampier at the 'Shark Cage' to allow greater access and use of the space and work included installing a platform lookout, widening footpaths and building ramps extending down to the beach. The improved Dampier Community Hall now has installed accessible toilets. The old, inaccessible Dampier Library has been demolished and replaced by a new, accessible Dampier Community Hub.

City of Kwinana

The old play equipment at the City of Kwinana's Bournan Heights Park was replaced with equipment chosen for its accessible features. The City also installed soft fall rubber and ensured accessible pathways led to the soft fall rubber.

Harrison Park in Calista, which did not have accessible facilities, was upgraded. A new playground was installed and has pathway connections along the perimeter and inside the playground area. The park now offers a much more inclusive and accessible community area.

The new Adventure Park Kwinana will feature additional accessible car parking bays, accessible public toilets, an interactive accessible splash pad and a variety of inclusive play environments.

Shire of Ravensthorpe

Development of the new Hopetoun Community Centre included accessible toilets and showers. All areas of the building are accessible, including a lift for access between the two levels within the building.

Development of the Ravensthorpe Streetscape projects has taken into account adequate inclusion of accessible car parking spaces compliant with Australian Standards. The Shire of Ravensthorpe holds consultation on all new Streetscape projects to ensure these are accessible to all users. An ATM installed at the Shire office has a level pad and ramp in front of the machine for wheelchair access.

Appendix 1: List of all public authorities that submitted DAIP Progress Reports in 2015–2016

State Government

Art Gallery of Western Australia
Botanic Gardens and Parks Authority
Central Regional TAFE (including C.Y. O'Connor Institute and Durack Institute of Technology)
ChemCentre
Child and Adolescent Health Service (Princess Margaret Hospital)
Country High School Hostels Authority
Curtin University of Technology
Department for Child Protection and Family Support
Department of Aboriginal Affairs
Department of Agriculture and Food
Department of Commerce
Department of Corrective Services
Department of Culture and the Arts
Department of Education
Department of Education Services
Department of Environment Regulation
Department of Finance
Department of Fire and Emergency Services
Department of Fisheries
Department of Health
Department of Housing
Department of Local Government and Communities
Department of Mines and Petroleum
Department of Parks and Wildlife
Department of Planning
Department of Racing, Gaming and Liquor
Department of Regional Development
Department of Sport and Recreation
Department of State Development

Department of the Attorney General
Department of the Premier and Cabinet
Department of the Registrar
WA Industrial Relations Commission
Department of Training and Workforce Development
Department of Transport
Department of Treasury
Department of Water
Disability Services Commission
Economic Regulation Authority
Edith Cowan University
Forestry Products Commission
Fremantle Hospital and Health Service
Gascoyne Development Commission
Government Employees Superannuation Board (GESB)
Gold Corporation
Goldfields-Esperance Development Commission
Great Southern Development Commission
Healthway (Western Australian Health Promotion Foundation)
Horizon Power
Insurance Commission of Western Australia
Kimberley Development Commission
King Edward Memorial Hospital
Landgate
Legal Aid WA
Lotterywest
Main Roads Western Australia
Mental Health Commission
Metropolitan Cemeteries Board
Metropolitan Redevelopment Authority
Mid West Development Commission
Murdoch University

North Metropolitan TAFE (including Central Institute of Technology and West Coast Institute of Training)

North Regional TAFE (including Kimberley Training Institute and Pilbara Institute)

Office of the Auditor General

Office of the Director of Public Prosecutions

Office of the Environmental Protection Authority

Office of the Information Commissioner

Office of the Inspector of Custodial Services

Parliamentary Commissioner for Administrative Investigations – Office of the Ombudsman

Peel Development Commission

Perth Theatre Trust

Pilbara Development Commission

Public Sector Commission

Public Transport Authority

Rottnest Island Authority

Royal Perth Hospital

School Curriculum and Standards Authority

Sir Charles Gairdner Hospital

Small Business Development Corporation

South Metropolitan TAFE (including Challenger Institute of Technology and Polytechnic West)

South Regional TAFE (including Great Southern Institute of Technology and South West Institute of Training)

South West Development Commission

State Heritage Council of WA

State Library of Western Australia

Synergy

Tourism Western Australia

University of Western Australia

WA Country Health Service

Water Corporation

Western Australia Police

Western Australian Electoral Commission

Western Australian Museum

Western Power

Wheatbelt Development Commission

Workcover Western Australia

Zoological Parks Authority (Perth Zoo)

Local government

City of Albany
City of Armadale
City of Bayswater
City of Belmont
City of Bunbury
City of Busselton
City of Canning
City of Cockburn
City of Fremantle
City of Gosnells
City of Greater Geraldton
City of Joondalup
City of Kalgoorlie-Boulder
City of Karratha
City of Kwinana
City of Mandurah
City of Melville
City of Nedlands
City of Perth
City of Rockingham
City of South Perth
City of Stirling
City of Subiaco
City of Swan
City of Vincent
City of Wanneroo
Eastern Metropolitan Regional Council
Mandarie Regional Council
Shire of Ashburton
Shire of Augusta-Margaret River
Shire of Beverley
Shire of Boddington
Shire of Boyup Brook
Shire of Bridgetown-Greenbushes
Shire of Brookton
Shire of Broome
Shire of Broomehill-Tambellup
Shire of Bruce Rock
Shire of Capel
Shire of Carnamah

Shire of Carnarvon
Shire of Chapman Valley
Shire of Chittering
Shire of Collie
Shire of Coolgardie
Shire of Coorow
Shire of Corrigin
Shire of Cranbrook
Shire of Cuballing
Shire of Cue
Shire of Cunderdin
Shire of Dalwallinu
Shire of Dandaragan
Shire of Dardanup
Shire of Denmark
Shire of Derby-West Kimberley
Shire of Donnybrook-Balingup
Shire of Dowerin
Shire of Dumbleyung
Shire of Dundas
Shire of East Pilbara
Shire of Esperance
Shire of Exmouth
Shire of Gingin
Shire of Gnowangerup
Shire of Goomalling
Shire of Halls Creek
Shire of Harvey
Shire of Irwin
Shire of Jerramungup
Shire of Kalamunda
Shire of Katanning
Shire of Kellerberrin
Shire of Kent
Shire of Kojonup
Shire of Kondinin
Shire of Koorda
Shire of Kulin
Shire of Lake Grace
Shire of Laverton
Shire of Leonora

Shire of Manjimup	Shire of Wiluna
Shire of Meekatharra	Shire of Wongan-Ballidu
Shire of Menzies	Shire of Woodanilling
Shire of Merredin	Shire of Wyalkatchem
Shire of Mingenew	Shire of Wyndham-East Kimberley
Shire of Moora	Shire of Yalgoo
Shire of Morawa	Shire of Yilgarn
Shire of Mount Magnet	Shire of York
Shire of Mt Marshall	Town of Bassendean
Shire of Mukinbudin	Town of Cambridge
Shire of Mundaring	Town of Claremont
Shire of Murchison	Town of Cottesloe
Shire of Murray	Town of East Fremantle
Shire of Nannup	Town of Mosman Park
Shire of Narembeen	Town of Port Hedland
Shire of Narrogin (including the Town of Narrogin)	Town of Victoria Park
Shire of Northam	Western Metropolitan Regional Council
Shire of Northampton	
Shire of Nungarin	
Shire of Peppermint Grove	
Shire of Perenjori	
Shire of Pingelly	
Shire of Plantagenet	
Shire of Quairading	
Shire of Ravensthorpe	
Shire of Sandstone	
Shire of Serpentine Jarrahdale	
Shire of Shark Bay	
Shire of Tammin	
Shire of Three Springs	
Shire of Toodyay	
Shire of Trayning	
Shire of Upper Gascoyne	
Shire of Victoria Plains	
Shire of Wagin	
Shire of Wandering	
Shire of Waroona	
Shire of West Arthur	
Shire of Westonia	
Shire of Wickepin	
Shire of Williams	





Disability Services Commission

Address: 146–160 Colin Street

West Perth WA 6005

Website: www.disability.wa.gov.au

Email: access@dsc.wa.gov.au

Phone: 9426 9200

Country callers: 1800 998 214

TTY: 9426 9315

This publication is available in alternative formats on request.

DIY KIT

DENMARK 2027



Major Review of the
Strategic Community Plan

What is Denmark 2027?

The Shire of Denmark is currently undertaking a major review of our Strategic Community Plan, Denmark 2027.

The Strategic Community Plan will become the Shire's highest level strategic document that will outline the long-term vision, values, aspirations and priorities for the Shire over the next ten years.

Denmark 2027 will then drive the development of local plans, resourcing strategies, service levels and other strategic documents required by the Shire of Denmark to deliver on the overall community vision. In order to develop Denmark 2027, we need input from as many members of our community as possible.

Who should use the DIY Kit?

The DIY Kit has been designed to help community members undertake their own visioning workshop within their everyday community networks.

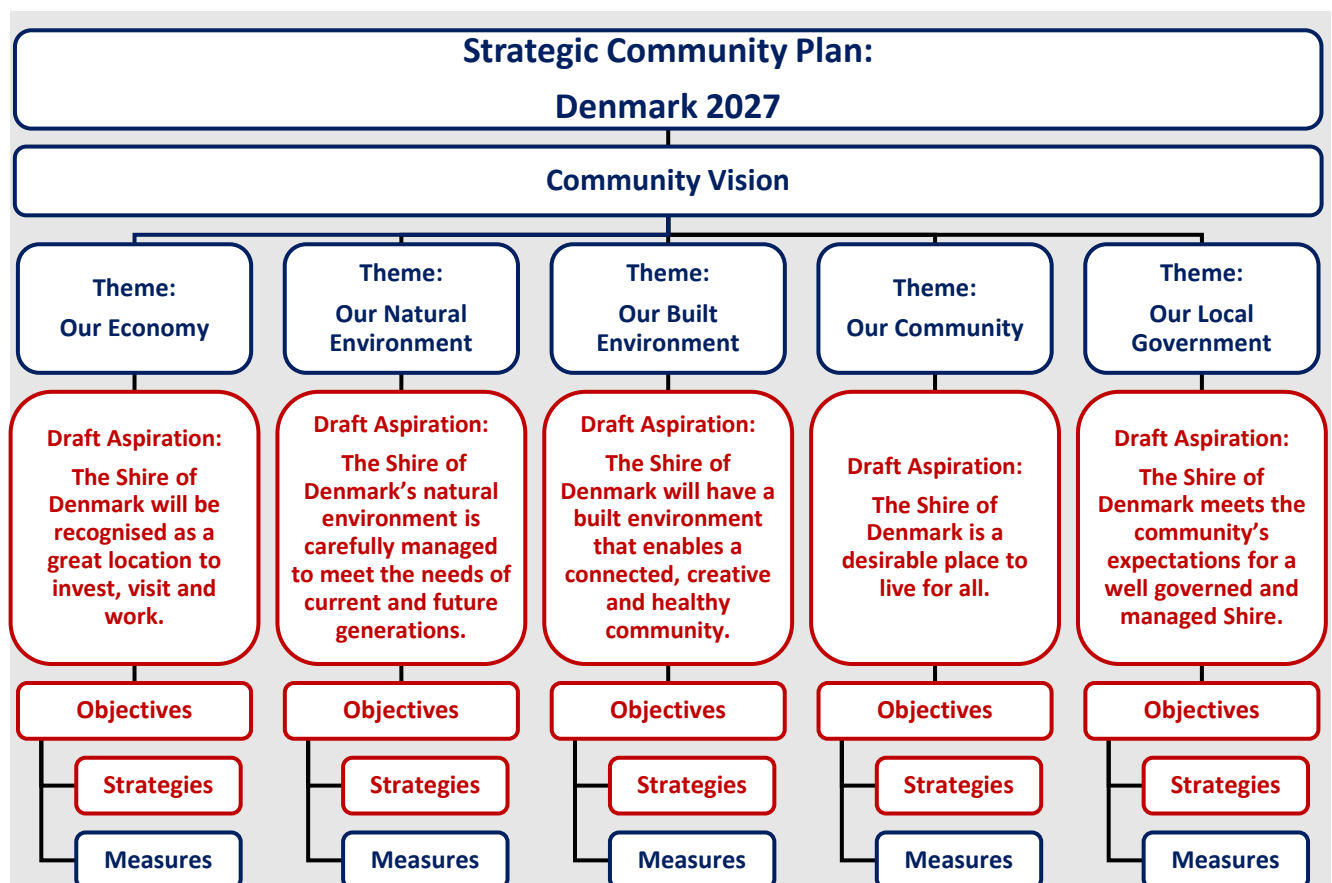
We encourage participants to gather a group of friends, colleagues, neighbours, volunteers and/or club members to discuss their ideas for the future and complete the exercises within the Kit.

How do we get started?

The Shire of Denmark has collated the Survey results from the first stage of the community engagement process and grouped this information into five key themes – 'Our Economy', 'Our Natural Environment', 'Our Built Environment', 'Our Community' and 'Our Local Government'. The feedback within each theme has been used to develop a **draft** aspiration and objectives for each theme.

DIY Kit participants are encouraged as a group to consider, discuss, and review the draft aspirations and objectives and then suggest strategies, actions and projects that will help the Shire and the community work together to achieve these.

Overview of the Strategic Community Plan



As a general guide the Shire recommends participants appoint a facilitator from within the group to ask the following questions and ensure that all group members have the opportunity to express their view. The facilitator is asked to take ownership of returning the Kit to the Shire of Denmark **prior to Friday, 26 May 2017**. An appointed scribe is also recommended to capture the results within the DIY Kit.

Tell us about your group...

Facilitator Details

Name	Cr Mark Allen
Contact Number	0439 993 686
Postal Address	PO Box 35, Denmark WA 6333
Email Address	cr.allen@denmark.wa.gov.au

Group Details

What type of group are you completing the visioning workshop with?

Please tick the appropriate box(es)

<input type="checkbox"/>	Friends	<input type="checkbox"/>	Business (please specify)	
<input type="checkbox"/>	Family	<input type="checkbox"/>	Community Group (please specify)	
<input type="checkbox"/>	Neighbours	<input type="checkbox"/>	Sporting Club (please specify)	
<input checked="" type="checkbox"/>	Other (please specify)			Council Committee and Secretary

How many members are in the group? 5 members present plus secretary

For further information contact the Shire of Denmark

via telephone (08) 9848 0300,

via email enquiries@denmark.wa.gov.au,

or visit 953 South Coast Highway, Denmark.

Please return the Denmark 2027 DIY Kit to the Shire of Denmark before Friday, 26 May 2017.

When considering 'Our Economy', the community aspiration was that...

The Shire of Denmark will be recognised as a great location to invest, visit and work.

The community objectives were...

- *To be an appealing tourist destination*
- *To have a resilient and innovative business community*
- *To have diverse employment opportunities*

Does the group have any changes to the draft community aspiration?

Does the group wish to add, remove or modify the draft community objectives?

- supporting agriculture

- supporting private operators to provide allied services to support Denmark's
changing demographic (seniors) and people with disability

When considering 'Our Natural Environment', the community aspiration was that...

The Shire of Denmark's natural environment is carefully managed to meet the needs of current and future generations.

The community objectives were...

- *To value the natural environment*
- *To enable balanced development*
- *To use resources efficiently and reduce waste*

Does the group have any changes to the draft community aspiration?

Does the group wish to add, remove or modify the draft community objectives?

- under waste, include water and energy
- focus & encourage the use of renewables

What strategies, actions or projects should the Shire of Denmark focus on to achieve the aspiration and objectives?

- challenge Cleanaway to upgrade the recycling of items
- assist with the green waste disposal in the Shire
- consider accessibility to wilderness destinations throughout the Shire
- all future homes in Denmark to head towards having solar power and water tanks
- encourage reduction in regulations regarding the use of rainwater for households

When considering 'Our Built Environment', the community aspiration was that...

The Shire of Denmark will have a built environment that enables a connected, creative and healthy community.

The community objectives were...

- *To have appropriate public spaces and infrastructure*
- *To have diverse housing and accommodation options*

Does the group have any changes to the draft community aspiration?

The Shire of Denmark has a built environment which is connected, creative, safe and healthy.

Does the group wish to add, remove or modify the draft community objectives?

To have appropriate and accessible public spaces and infrastructure.

To have diverse housing, building and accommodation options.

What strategies, actions or projects should the Shire of Denmark focus on to achieve the aspiration and objectives?

- Any project that improves connectivity in the Shire (eg. footpaths, walk trails, roads) some footpaths, roads etc.. don't link up.

- Safer crossing of South Coast Highway in the CBD

- ensure that any new public buildings and infrastructure considers accessibility

When considering 'Our Community', the community aspiration was that...

The Shire of Denmark is a desirable place to live for all.

The community objective was...

- *To have the services required for a well, safe and creative community*

Does the group have any changes to the draft community aspiration?

Does the group wish to add, remove or modify the draft community objective?

To have the services and facilities for a well, safe, inclusive and creative community

- upgrade toilet facilities throughout the Shire to allow for universal access.
- expand Library services
- Encourage and provide more opportunities for training and education
- support volunteers and encourage volunteering

When considering 'Our Local Government', the community aspiration was that...

The Shire of Denmark meets the community's expectations for a well governed and managed Shire.

The community objectives were...

- *To be open, transparent and ethical*
- *To have meaningful collaboration with the community*
- *To be capable and provide dynamic leadership*
- *To be prudent and fiscally responsible*

Does the group have any changes to the draft community aspiration?

To have meaningful collaboration with the broad community

Does the group wish to add, remove or modify the draft community objectives?


What strategies, actions or projects should the Shire of Denmark focus on to achieve the aspiration and objectives?

- Elected Members to have more training to be more efficient in their roles

Disability Services Advisory Committee

Accompanied by two local residents, one with a physical disability and one with severe visual impairment

Audit of Strickland Hardy Street (from South Coast Highway end) to Berridge Park Referral to Infrastructure Services for comment

	AREA OF CONCERN RAISED BY MEMBERS	INFRASTRUCTURE SERVICES COMMENT
1	<p>Members were concerned about the missing section of footpath along Hardy Street from South Coast Highway to the first Amaroo Village and also the condition of some of the road kerbing, which was broken and out of place.</p>  <p><i>Hardy Street (opposite A457)</i></p>	

- 2 There were also some instances where there are holes in the pavement and members wondered whether these could be fixed so as to not create a trip hazard for pedestrians and/or “ruts” for prams or wheelchairs to trip on.



Hardy Street Footpath

- 3 Members asked whether the watsonia which was growing prolifically around Hardy Street could be sprayed to keep it under control.



4 Hardy Street (north) and Mt Shadforth Road – drain covers

A local resident, who has five percent vision, advised that she found it difficult to delineate where the drains were because they were the same colour as the footpath. Members wondered whether the drains could be painted a different colour to more easily distinguish that there was a change in the footpath. If this can be done in this area, could it be something that is done throughout the CBD, retrospectively and when new paths are built?



- 5 There is some substantial encroaching of private vegetation onto the footpath along Mt Shadforth Road between Millar Street and the Curry King carpark. In some sections it leaves only approx. 400mm of footpath for pedestrians to navigate and it would be particularly difficult for wheelchairs, gophers and prams. Can this be addressed somehow?



Mt Shadforth Road footpath

- 6 Can hand rails be placed on the on/off ramps on either side of Millar Street, particularly given the close proximity of Lionsville and Amaroo Village? The hand rails also provide some visual delineation for people with vision impairment.



Millar Street intersection

- 7 Members felt that the white, wooden staircases (including the rails) along Mt Shadforth Road (opposite Mrs Jones and the Old Butter Factory) are in need of some maintenance to make them safe and sturdy. The Committee would like to see these structures remain but just been made safe.



- 8 Ramp outside IGA (western end). Can the handrail be extended so that it runs down the inside ramp as well? It has also been noted that the existing railing could use some maintenance (eg. repaint).



- 9 There are only two on/off ramps along the footpath adjacent Berridge Park which means a person in a wheelchair or gopher can only get on or off the footpath at either end. The kerb is too steep to navigate up or down. Members questioned whether an additional (or two) on/off ramp could be installed along this length of footpath.



Hollings Road footpath

- 10 Members asked whether a hand rail could be installed near the sloped pathway which leads from the Hollings Road footpath onto Berridge Park.



Sloped pathway Berridge Park

- 11 The access ramp from the ACROD bay in the Berridge Park carpark needs improvement and widening. The ramp is very uneven and the width of the pathway is too narrow for some users, particularly those in wheelchairs or gophers.



On/off ramps near ACROD Bay, Berridge Park

- 12 A resident with a physical disability showed members how difficult she finds getting up or down the sloped pathway from the top footpath (near carpark) to the lower carpark (leading to the ablution block). Members have asked if this could be investigated and possible solutions be looked into. If the sloped footpath can't be rectified then perhaps a rail could be put in to assist people with reduced mobility.



- 15 Members commented that the distance, via footpath, from the existing ACROD bay and the ablution block might be quite a long way for someone with limited mobility or a wheelchair and suggested that perhaps there could be an additional ACROD bay installed opposite the Denmark Hotel, adjacent to Berridge Park. This would also mean that people with disability wouldn't have to navigate the big slope (listed in No. 12).



Proposed additional ACROD bay location.