

DAIP

Disability Access & Inclusion Plan 2007 – 2011





Alternative Formats

This plan is available in alternative formats such as large print, electronic format (disc or emailed), audio or Braille, on request.

Acknowledgments

The City of Perth acknowledges the input received from many individuals and groups within the community, in particular the City's Access Working Group, which has been invaluable in the preparation of this DAIP

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DAIP Implementation Plan 2007 – 2011

Is available on CDROM upon request.

Alternatively, available from www.perth.wa.gov.au

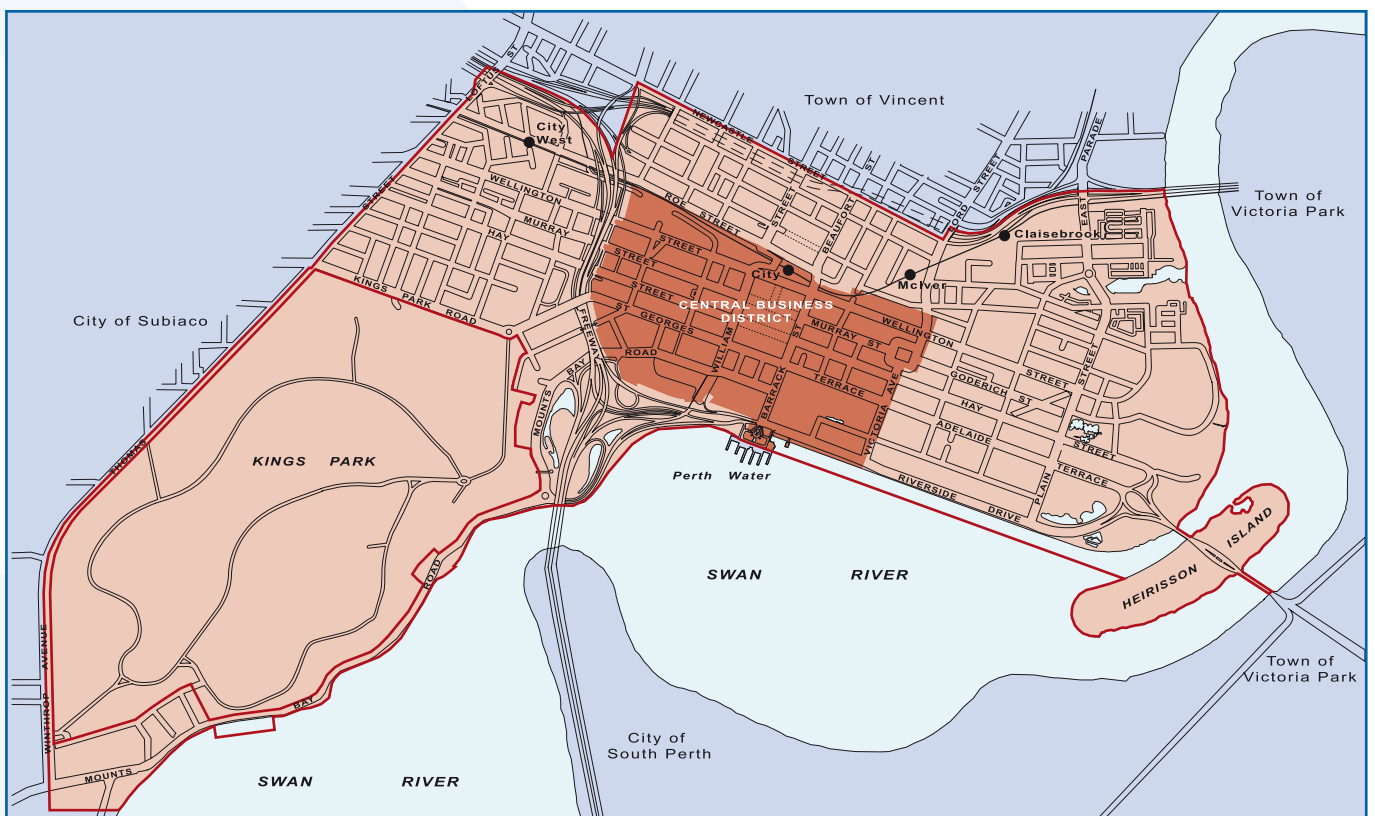
Background

The City of Perth

The City of Perth is the capital city local government of Western Australia, the nation's largest state. Its administrative area is the central city, with an area of 8.1km² and over 12,600 residents plus 100,000 daily visitors and workers ranging from international, intrastate and interstate tourists, students, and a well educated high earning workforce.

The city comprises the areas of Northbridge, West Perth, East Perth and part of Crawley, all connected to the Central Business District (CBD). The CBD is the heart of the public transport system in the metropolitan area. It contains a mix of residential and commercial areas including hospitality, tourism, retail, banking, health, education and transport facilities.

A number of residential, commercial and major infrastructure developments are contributing to the overall growth in population and visitors to the city. Recent years have seen unprecedented growth influenced by the construction of the Perth Convention Exhibition Centre, redevelopment of Point Fraser, shopping mall upgrades and street enhancements; followed recently by the New MetroRail construction, including significant apartment growth with many other major projects underway e.g. the Perth Arena, Century City and 140 William Street.





Functions, facilities and services provided by the City of Perth

As the capital city local government, the responsibility for providing facilities and services go beyond that of traditional local council duties by facing challenges different from any other local government city, town or shire. The City of Perth plays a civic leadership role on behalf of the entire state.

The City of Perth is responsible for a range of functions, facilities and services including services to property and the community. It has an important regulatory role on the city's development, construction and maintenance, which has important access implications.

The City of Perth offers a range of services including:

City Development

- Urban planning
- Urban design
- Art in public places
- Research and policy development
- Economic development

Management

- Communication plans, publications and media management
- State government liaison
- Strategic planning
- Marketing and media relations
- International liaison
- Organisational development
- Policy formulation
- Risk management and insurance

Approvals and Compliance

- Assessment, advice, reporting and approval of:
 - Development applications
 - Residential parking permits
 - Building applications
 - Sundry licences - (crane permits etc)
- On street parking management
- Ranger/security services
- Environmental health approvals and compliance



City Vitality

- Event production, management and promotion
- Event and corporate sponsorship
- Tourist and visitor services including i-City volunteer program
- Retail marketing
- Arts and culture
- Cultural sponsorship

Construction and Maintenance

- Parks, gardens and sports grounds
- Roads and footpaths
- Undergrounding of power
- Malls
- Street trees and verges
- Stormwater management
- Graffiti removal

Customer Services

- Customer service centre
- Recycling program
- Christmas decorations
- Youth development
- Seniors services
- Library
- Security camera service
- Electoral services
- Street light fault reporting and rectification
- Rubbish collection
- Car park operations
- Community development
- Child care services
- Rest centre & toilets
- Health services
- Property management
- Freedom of information and archive searches

The City of Perth is responsible for the following facilities:

- Citiplace Community Centre
- Citiplace Childcare Centre
- Town Hall
- Public Toilets
- Public Library
- Council House
- Hay Street Mall
- Concert Hall
- Parks and Gardens
(29 parkland areas and reserves)
- Citiplace Rest Centre
- Rod Evans Senior Citizens Centre
- CCTV (closed circuit camera system)
- Car Parks (33)
- Works Depot
- Forrest Place
- Murray Street Mall
- Northbridge Piazza

People with disabilities in Australia, WA and the city

Australia

Information from the Australian Bureau of Statistics (ABS) demonstrates that one in five Australians (3,951,000 or 20%) has a disability (2003). This rate increases with age, reaching up to 81% for those people aged 85 years and over. Prevalence of disability in Australia is increasing from 14.6% of the population in 1981, to 18.8% in 1998 and 20% in 2003 (ABS - Disability, Ageing and Carers five yearly survey 2003).

Western Australia

In WA 405,500 people reported having a disability with an additional 246,800 people being carers of a person with a disability (12.6% of the population).

Between 2006 and 2026 the number of people with disabilities in WA is expected to increase by more than 210,000 mainly due to an ageing population. According to the ABS, 51% of Western Australians over 60 years of age have a disability. This number will increase substantially as the 'baby boomers' move into age groups in which disability is more prevalent.



City of Perth

The latest information available shows in 2003 there were 1,626 people with disabilities within the city accounting for 20% of the population; this figure does not include their families, friends and carers affected by access and inclusion issues.

Persons with disabilities by disability group in the City of Perth, 2003
(Source: ABS 2003 SDAC)

Disability group	Persons
Sensory	444
Intellectual	221
Physical	1,100
Psychological	236
Head injury, stroke or brain damage	90
Total persons with disabilities	1,626
<i>Total population in the City of Perth (2003)</i>	<i>7,867</i>

It is important to consider recent population growth within the city, with over 12,600 residents in 2007 and the increasing number of visitors with a disability including their families, friends and carers. The role of being the capital city has been a major driver in making central Perth a highly accessible area for everyone.

Strategic Direction

The Vision Statement of the City of Perth is:

“That as the capital of Western Australia, the City of Perth be widely acclaimed as a city of regional and international significance”

Objectives:

1. To provide vision and leadership in all our activities.
2. To provide a safe, accessible, comfortable and aesthetically pleasant city.
3. To operate in a financially prudent and ethical manner.
4. To ensure services are delivered by best practice standards.
5. To deliver a high level of service in a friendly and courteous manner.
6. To ensure our staff work in a safe and fulfilling environment and that they are properly compensated for their contribution.

Strategic direction for this DAIP includes the recommendations and actions from the *City’s Disability Services Plan 1995*, the *Strategy for Access for People with Disabilities 1997* and the *Universal Access Action Plan 2002 – 2004*.

Disability access and inclusion has been called Universal Access at the City of Perth since 2000. This concept is embedded within the organisation within its strategic and annual Plans in order to comply with Acts and Standards set in place to ensure facilities and services are accessible to everyone. The City reports on its progress of universal access initiatives in its annual report.

Legislation and Standards

The City has a statutory responsibility to provide equitable and dignified access in relation to buildings, services and facilities for people with disabilities. Important legislation includes:

- *The Commonwealth Disability Discrimination Act (DDA) 1992*
- *The WA Disability Services Act 1993*
- *Disability Standards on Accessible Transport 2002 (amended 2004)*

Australian Standards and the Building Code of Australia provide minimum requirements for accessibility to people with disabilities, particularly:

- AS 1428.1 (2001) General requirements for access*
- AS 1735.12 (1999) Escalators and moving walks*
- AS 2769 (1990) Automatic teller machines – user access*
- AS 2890.1 (1993) Off-street parking: Mandatory requirements*
- AS 2890.5 (1993) On-street parking*

In addition enhanced access standards are provided by:

- AS 1428.2 (1992) Enhanced and additional requirements*
- AS 1428.3 (1992) Requirements for children*
- AS 1428.4 (2002) Tactile ground surface indicators*

The City of Perth is concerned to achieve a high standard of disability access and inclusion requiring enhanced standards and best practice to be achieved at all times.

The Disability Services Commission's Access Resource Kit provides relevant information and checklists which can help to achieve a higher standard of access. There is also a list of access related resources on the Commission's website including legislation, standards, services and publications. Visit www.dsc.wa.gov.au for further details.



Legislative developments

In order to make recommendations for the future direction of the City's new Plan, it is important to be aware of recent changes to disability legislation:

Disability Services Act 1993

A review of the *WA Disability Services Act 1993* in 2002 produced ten recommendations relating to Disability Service Plans. The recommendations primarily addressed the need for greater accountability regarding the implementation and reporting of Disability Service Plans, and an increased focus on the inclusion of all people with disabilities.

An amendment to the WA Act reflecting these recommendations was approved in late 2004. The Disability Services Regulations 2004 provide details of the requirements of public authorities in relation to disability access and inclusion.

Disability Discrimination Act (DDA) 1992

A major issue for local governments, in their regulatory role, has been that designing and building premises in accordance with the *Building Code of Australia (BCA)* does not necessarily ensure compliance with the DDA. This has been an ongoing concern, and led to the Human Rights and Equal Opportunity Commission's (HREOC) development of the "Advisory Notes on Access to Premises" in 1997. This became a widely referenced tool for people seeking clarification on access related issues. However it was recognised that this was an interim measure.

Draft Standard on Access to Premises

A Premises Standard has been in the process of being developed under the *Commonwealth Disability Discrimination Act (1992)* for some years, to overcome the lack of consistency between the BCA and the DDA.

Ensuring consistency between the BCA and the DDA will provide benefits for all concerned including property owners and operators, people with disabilities, the service industry and small business. The Premises Standard will retain the provision for unjustifiable hardship defence in relation to existing buildings, when it is considered that

technical or cost issues are prohibitive at the time. The Building Access Policy Committee is developing an Administrative Protocol to be adopted throughout Australia to address questions of “unjustifiable hardship”.

In particular local governments, designers, builders and others responsible for approvals and certification of buildings will be much clearer about what is required to fulfil their responsibilities under both building and anti-discrimination law.

A Regulatory Impact Statement and the draft changes to the BCA and the draft Premises Standard were subject to a nationwide consultation with government, industry and the disability sector during the early months of 2004.

DDA Standard on Accessible Transport

This Standard came into effect in 2002. The ability to access public transport is crucial for people with disabilities, and their families and carers, to participate fully in community life. The Standard also benefits many older Australians and parents with infants in prams who use public transport services.

All conveyances, premises and infrastructure brought into use for public transport after the commencement of the Standards must comply with the updated requirements. A compliance timetable allows between 5 to 30 years for existing facilities to meet the new standard.

Local governments usually have some responsibility for the infrastructure regarding transport such as bus stops, and also they need to work closely with transport providers to ensure seamless access to transport.

Universal Access through Universal Design

The concept of Universal Design is being embraced both locally and overseas. Indeed, the City of Perth is viewed as an Australian leader by adopting a Universal Access approach to ensure access for all people to its facilities and services, including children, seniors and people with disabilities.

Universal Design addresses the scope of accessibility and suggests making all elements and spaces accessible to and usable by all people to the greatest extent possible. This is accomplished through thoughtful planning and design. A growing ageing population has significant implications for future planning and the universal design of residential development.

Changes to legislation and building regulations are under way to ensure future housing is adaptable and 'visitable' by people with disabilities. Universal Design in housing assists sustainability in our communities, enabling people to remain in their homes for longer as they age and develop disabilities.



Progress since 1995

The City of Perth is committed to “Universal Access and Inclusion” rather than “access for people with disabilities”, with the emphasis on mainstream facilities and services being accessible for all including children, seniors and people with disabilities.

The City of Perth has made significant progress in improving access for people with disabilities since the adoption of the initial Disability Services Plan (DSP) followed by a joint initiative with the State Government of WA – A Strategy for Access for People with Disabilities in the City of Perth in 1997. During 1999 the Universal Access Action Plan (UAAP) was released as an implementation plan, combining the strategies and actions from previous documents; this plan was last updated in 2004.

All of the strategies and actions carried out by the City of Perth towards making the city an accessible place for everyone, have been considered as a model for other local governments in WA and around Australia, making the city a renowned accessible urban place with sufficient infrastructure and amenities for everybody to enjoy. Significant initiatives undertaken during this time include:

Access Working Group

This is the City of Perth’s consumer based reference group. The Access Working Group (AWG) has been in place since 1998 and consists of representatives from disability organisations, the Disability Services Commission, community members and City

of Perth staff. The AWG has provided access advice for more than 145 projects in the early planning and design stages. Staff and private developers find the AWG's input invaluable in identifying and resolving potential access issues. Some of the latest projects presented at the AWG include the new Perth Arena, Central TAFE development in Northbridge, Perth Convention Exhibition Centre, and the Point Fraser redevelopment.

Universal Access Taskforce

This is an organisational taskforce formed by members from relevant units within the City of Perth. The Universal Access Taskforce (UAT) supports and facilitates the implementation of the DSP, Access Strategy for People with Disabilities 1997 and the annual UAAP across the organisation. The UAT encourages a greater awareness of universal access issues in all sections of the organisation and best practice outcomes in terms of accessible facilities, services, information and consultation.

Access Map

This is a very popular free map that was first prepared in 1998 as a route map on how to get around. The map provides useful information on accessible features such as public transport and parking, toilets and easy access walking routes through the city. It was updated and reprinted in 2005. Access maps are available from the City of Perth Library, Council House Customer Service Centre, Citiplace Community Centre, the Information Kiosk located in Forrest Place and also online via the City of Perth's website at www.perth.wa.gov.au.

City of Perth Library

Apart from exceptional customer service, the library also offers special services such as large-print and audible books and DVDs for users who are sight impaired, from a non-English speaking background or who are confined to home. The library is accessible by a lift and has no uneven levels on its floorspace; a sliding door is used at the main entrance and sufficient width is provided in the aisles for wheelchairs, welcoming everyone to visit and browse through its extensive collection.

Citiplace Community Centre

Running for over 16 years, this busy community meeting place is easily accessible and provides many facilities for seniors and people with disabilities:

- Rest room with a bed → Accessible toilet facilities
- Wheelchair hire → Shoprider hire (motorised scooter)

Other services at the community centre are available including a podiatry clinic and a hairdresser. Activities conducted at the Centre range from carpet bowls and dances to a scrabble club and special lunch functions. The Creative Movement for Disabled, People with Disabilities and Women with Disabilities are examples of the groups currently using the centre.

Cultural Sponsorship and Donations

The Community Services Unit manages financial support to organisations for use in their events, conferences or forums which are hosted in the city and build upon strengthening the community. Organisations like the WA Deaf Society, Ethnic Disability Advocacy Service, and Rosewood Care Group have benefited from the donations program.

City of Perth website

The City's website has been developed to comply with Priority Level 2 and Priority Level 3 when possible of the W3C (World Wide Web Consortium) Web Content Accessibility Guidelines, providing improved access for all but particularly people with vision impairment.

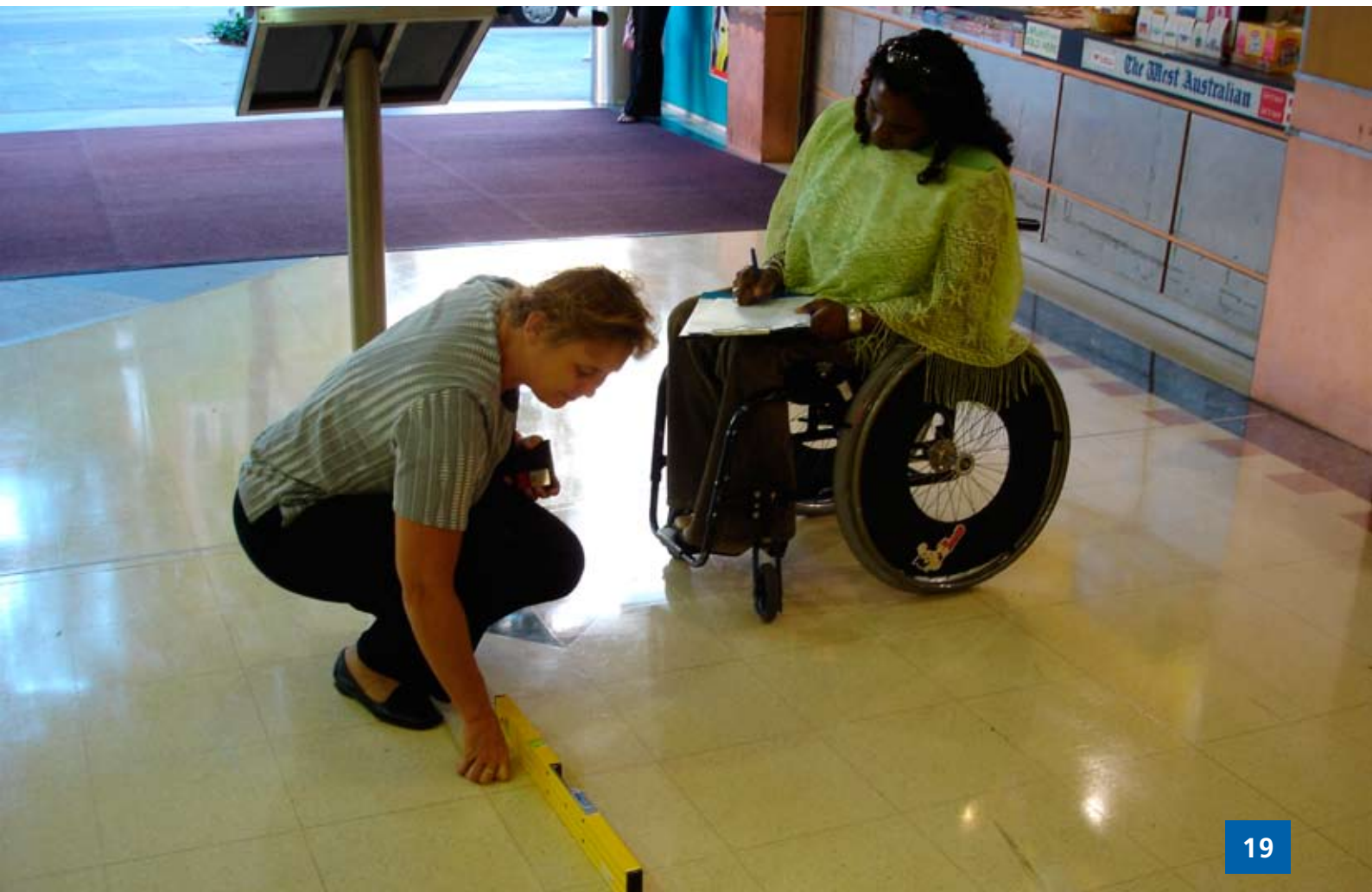


You're Welcome WA Access Initiative

This very successful initiative was first developed by an enthusiastic and committed team formed by representatives of the Disability Services Commission, the City of Perth, Tourism WA, the Western Australian Local Government Association, ACROD, the Ministerial Advisory Council on Disability Services and People with Disabilities (Inc).

Extensive consultation with key stakeholders and people with disabilities played an important role in developing this project that first started as a pilot project in 2004. Today, this initiative has been rolled out statewide and as a result, an Accessible Tourism Reference Group was formed by local, state and private sector organisations, with the objectives of planning to create WA as the most accessible place to visit in Australia.

The You're Welcome project provides people with disabilities with clear on-line information about accessible hotels, businesses, restaurants, car parks, cinemas, theatres, gyms and shopping areas in the central city; over 100 facilities in five geographic clusters of the central city are part of this exciting project with numbers increasing as the City of Perth continues to identify more facilities that are accessible to everyone. The You're Welcome project also encourages businesses to become more aware of customers with a disability, their families and carers and provides practical information on improving access.



Staff training

Considerable staff training to raise access awareness has been conducted including sessions focused on wayfinding, universal access, accessible information, customer service, creating accessible events and access in planning and design. It is intended to incorporate an access and inclusion component in the induction training sessions for new staff.

Strategic planning and policies

Planning guidelines incorporating universal access have been developed such as the Construction Barriers in Public Areas Guidelines (2006), and the City's policy on Accessible Public Information (2002), used as a model for the State Government.

Street enhancements

Based on universal design principles, improvements include the installation of kerb ramps and tactile paving around major crossing points as well as street furniture specifically designed and tested to maximise use and comfort for all. Community consultation sought through the Access Working Group and specialised access advice has successfully been considered in planning and designing attractive enhancements that permit everyone to travel around the city with ease.

Building enhancements

Significant refurbishments have taken place within two of the City's most important buildings, Council House and the Town Hall, where universal design was implemented to include directional signage, audio-loop systems, accessible toilets, and continuous, accessible paths of travel. Future refurbishments include the Citiplace Community Centre, City of Perth Rest Centre, the Concert Hall, and the potential relocation of the City of Perth Library, and more.

Street Parking

The City of Perth provides 15 minute accessible pick-up and set-down bays called Universal Bays to be used by everyone. In general parking areas, ACROD permit holders have concessions equivalent to twice the time specified on the parking sign e.g. 1P becomes two hour parking.

Off-Street Carparks yearly improvement on access

The Off-Street Parking Unit allocates funding, through the Capital Works Program, for annual access improvements in the City's carparks.

Equal Opportunity Employment Diversity Questionnaire

The Office of Equal Employment Opportunity via the City's Human Resources Unit distributes a questionnaire through the organisation in order to identify the level of diversity of its employees. This is helping to address the lack of employment opportunities for people with disabilities.

Awards

In 1999 the City of Perth was the inaugural winner in the Local Government category of the Action on Access Awards for making the central area universally accessible by linking businesses, retail, cultural, transport and parking facilities.

The City's library services have been very responsive to the needs of people with disabilities through the development of collections in alternative formats, assistive technology and flexible services, and was recognised in the Action on Access Awards in 2006.





Disability Access and Inclusion Policy Statement

Policy Statement

As the capital city local government of Western Australia and heart of the metropolitan area, the city attracts over 100,000 workers, visitors and tourists to the central area each day. With a growing residential population and current levels of disability, estimated to be over 20% of the total population, the accessibility of city facilities and attractions is paramount.

The City of Perth is to be widely acclaimed as an accessible city for people with disabilities and is committed to encourage best practice in disability access and inclusion in both public and private services, programs and development.

The City of Perth will continue to work in partnership with people with disabilities, their family, friends and carers to create an accessible and inclusive place for everyone who visits, lives and works in the city.

As the key business centre, the City of Perth will work with businesses and community organisations to improve and promote the accessibility of their facilities and services and to increase their awareness of people with disabilities as important customers within the community.

The City of Perth Disability Access and Inclusion Plan will be implemented over the next five years and will be monitored and reported on an annual basis according to the Disability Services Act.

The City of Perth is committed to the six access and inclusion outcomes areas included in the Disability Services Act 1993 (amended 2004), expressing that people with disabilities:

1. Have the same opportunities as other people to access the services of, and any events organised by the City of Perth;
2. Have the same opportunities as other people to access the City of Perth buildings and other facilities;
3. Receive information from the Council in a format that will enable them to access the information as readily as other people are able to access it, in accordance with the City's Accessible Public Information Policy;
4. Receive the same level and quality of service from the City of Perth staff;
5. Have the same opportunities as other people to make complaints to the City of Perth; and
6. Have the same opportunities as other people to participate in any City of Perth's public consultation, in accordance with the City's Community Consultation Policy, the Community Participation Policy and the Community Consultation Guidelines



Development of the Disability Access and Inclusion Plan

Community consultation

An extensive consultation was carried out to identify potential strategies to be incorporated into this plan. In total 107 people with disabilities, their carers and friends contributed feedback as well as 13 City of Perth staff.

The consultation was advertised or promoted in or on:

- The Guardian Express, Tuesday 13 June;
- The West Australian, Wednesday 14 June;
- The Perth Voice, Saturday 17 June;
- The City of Perth website;
- Information Radio 6RPH; and
- Through the networks and/or newsletters of People with Disabilities WA, Ethnic Disability Advocacy Service, ACROD, Carers WA (and through them ARAFMI), Developmental Disability Council, Association for the Blind, Rod Evans Senior Citizens Centre, and WA Deaf Society.

The various consultation methods used included:

- Public meetings held at the Rod Evans Senior Citizens Centre (6 attended); ACROD (4 attended); and Deaf Community Centre (33 attended);
- Meetings with consumers of Association for the Blind Leisure Services (18 attended);
- Meeting with the Association for the Blind Consumer Advisory Group (8 attended);

- Meeting with the City of Perth Access Working Group (4 disability representatives attended);
- Written surveys made available at Council House, Forrest Place Information Kiosk, Citiplace Community and Childcare Centres, the City of Perth Library, the Town Hall and the Rod Evans Senior Citizens Centre (15 completed surveys returned);
- Carers WA and the Association of Relatives and Friends of the Mentally ill (ARAFMI) representatives met separately and completed the survey with their respective members (11 contributed);
- Telephone interviews (4 conducted);
- Online survey (4 surveys completed);
- E-mail survey of Council staff (13 surveys completed).

Findings - Major accessibility needs for the City of Perth

The consultation provided a variety of views on access and inclusion in the City of Perth. Like the City of Perth, community members were committed to a city that welcomes all - seniors, youth, children, families, people with disabilities, cyclists, and pedestrians. The most significant access issues for community members included (see table 1.1 for more information):

1. **Parking**, particularly the amount of parking available around key community and disability specific facilities and services, the accessibility of the bays, access to pay station facilities and cost.
2. **Road works/streetscape works**, including safety around the area and community awareness of the works.
3. **Community awareness of how to meet the needs of people with disabilities** including the City of Perth staff, businesses, retailers, taxi and bus drivers.
4. **Clear and safe pathways through the city for people with vision impairment** including large open areas such as Forrest Place and along main shopping areas e.g. Murray St, Hay St and Forrest Place.

5. **Lack of community awareness of access initiatives** that could make the city more accessible for them.
6. **The perception that traffic flow** is seen as more important than pedestrians.
7. **Limited alternative communication methods** in emergency situations for people with a hearing impairment, or when normal systems/routines change e.g. payment systems, transport schedules.
8. **Access to public toilets**, particularly the number of toilets and location.
9. **Signage** is difficult to find and follow.
10. **Seating** is insufficient and no directional signage to seating.

The feedback also raised a number of issues outside the City of Perth's responsibility which the City could refer to relevant organisations e.g. Public Transport Authority (PTA), Department of Culture and the Arts (DCA), Tourism WA.

Feedback from staff indicated that they were aware of many of the concerns raised by community members. Asked about disability awareness training, just under half of the City's staff had participated in some training and it was suggested that further training was required.





Table 1.1 – Community Consultation Issues and City of Perth Comments

Community consultation access issues	City of Perth comment: What we do now	DAIP Strategies 2007 – 2011 What we will do
<p>1. Parking, particularly the amount of parking available around key community and disability specific facilities and services, the accessibility of the bays, access to paying stations and cost.</p>	<p>On-street parking:</p> <ul style="list-style-type: none"> → Parking concessions that allow ACROD permit holders double parking time. → Implementation of Universal Parking Bays <p>Off-street parking (carparks):</p> <ul style="list-style-type: none"> → All car parks meet or exceed standards for the required number of accessible parking bays. → Yearly infrastructure review and upgrading. Employment of access consultant for carpark improvements. → Parking concession of two hours free parking for ACROD permit holders. 	<p>1.3 2.1 2.6</p>

Community consultation access issues	City of Perth comment: What we do now	DAIP Strategies 2007 – 2011 What we will do
<p>2. Road works/streetscape works including safety around the area and community awareness of them occurring.</p>	<p>→ The City is aware of the problem.</p>	2.2
	<p>→ Currently implementing the Servicing the City Action Plan that looks into reducing the amount of traffic within pedestrian areas in the malls area (Hay and Murray).</p>	2.5
	<p>→ Guidelines developed for improving pedestrian movement – Construction Barriers in Public Areas Guidelines.</p>	
<p>3. Community awareness of how to meet the needs of people with disabilities including the City of Perth staff, businesses, retailers, taxi and bus drivers.</p>	<p>→ Staff training (annual).</p>	1.1
	<p>→ Training with businesses and hotels through the You're Welcome WA Access Initiative.</p>	1.4
		2.8
		4.1
		4.2
		4.3



Community consultation access issues	City of Perth comment: What we do now	DAIP Strategies 2007 – 2011 What we will do
<p>4. Clear and safe pathways through the city for people with vision impairment including large open areas such as Forrest Place and along main shopping areas e.g. Murray St, Hay St and Forrest Chase.</p> <p>Compliance officers / rangers patrol the streets ensuring there are not any hazardous barriers (e.g. A-frame signs) and report damages in streets and public areas.</p>	<p>→ Inform contractors, through the Construction Barriers in Public Areas Guidelines, ensuring best practice while doing work in public spaces.</p> <p>→ The refurbishment of all street and public spaces provides a high standard of universal design e.g. the five year program underway to refurbish the Malls and Forrest Place. These designs incorporate advice from the Access Working Group.</p>	<p>2.1</p> <p>2.5</p>
<p>5. Lack of community awareness of access initiatives that could make the city more accessible for them.</p>	<p>→ Publish information on venues and facilities on the City of Perth website through the You're Welcome WA Access Initiative.</p> <p>→ Production and distribution of the Access Maps.</p>	<p>1.1</p> <p>1.4</p> <p>2.8</p> <p>3.1</p> <p>4.1</p> <p>4.2</p> <p>4.3</p>

Community consultation access issues	City of Perth comment: What we do now	DAIP Strategies 2007 – 2011 What we will do
<p>6. The perception that traffic flow is seen as more important than pedestrians.</p>	<ul style="list-style-type: none"> → Implementation of the Servicing the City Action Plan where traffic and transport issues are identified for pedestrians' benefit. → Traffic management to reduce through traffic in the city. → Improve the pedestrian friendliness of streets through footpath widening, amenity and reduction of traffic lanes → Undertake pedestrian studies to measure pedestrian flows and trend impacts on the city. → Undertake transport studies where pedestrian and cyclist issues are treated equal to motorised transport. 	<p>2.5</p>
<p>7. Limited alternative communication methods Emergency situations for people with a hearing impairment or when normal systems/routines change e.g. payment systems, transport schedules.</p>	<ul style="list-style-type: none"> → Have representation from the WA Deaf Society through the Access Working Group where this issue is constantly addressed through existing and new developments. 	<p>1.2 2.2 2.7</p>



Community consultation access issues	City of Perth comment: What we do now	DAIP Strategies 2007 – 2011 What we will do
<p>8. Access to public toilets particularly the number of toilets and location.</p> <p>Public toilets are clearly marked in the Access Maps for easy location.</p>	<p>→ Due to their importance, public toilets are listed in a special section of the You're Welcome WA Access Initiative (website).</p> <p>→ The City of Perth has a rolling program of installing Automatic Public Toilets (ATPs) that are fully accessible.</p>	<p>2.1</p> <p>2.2</p> <p>2.7</p>
<p>9. Signage is difficult to find and follow.</p>	<p>→ The Public Signage Audit – Review of Buildings and Carparks for the City of Perth has been completed and include recommendations on accessibility issues (September 2005).</p> <p>→ Address the issue through the Access Working Group in existing and new developments.</p> <p>→ Awareness of the issue that the City of Perth does not have an adequate pedestrian signage system.</p>	<p>1.3</p> <p>2.1</p> <p>2.2</p>

Community consultation access issues

City of Perth comment: What we do now

DAIP Strategies 2007 – 2011 What we will do

10. Seating is insufficient and no directional signage to seating.

- The City is not aware that it has insufficient seating. It has five rest areas and 345 seats / benches on streets and in public spaces.
- Seating is an integral component of every streetscape upgrade, however not all streets have been upgraded.

1.4
2.3
2.7
2.8





Responsibility for the planning process

This DAIP is a commitment to build on previous initiatives and develop strategies to improve community participation for people with disabilities.

City of Perth Units responsible for one or more actions listed in this document, are accountable for monitoring the planning process and ensuring all actions are progressed, in collaboration with the AWG and the Universal Access Taskforce (UAT).

Responsibility for implementing the DAIP

Implementation of the DAIP is the responsibility of all areas of the City of Perth. The Disability Services Act states that a public authority must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

Where agents and contractors provide services to the public on behalf of the City of Perth, these services are to be conducted consistent with the DAIP. This furthers the expectation that services provided to residents and visitors are accessible. The reporting requirements for contractors are minimal. Contractors can advise the City of Perth about the DAIP outcome areas that they have supported using the Contractor Report.

Some actions in the Implementation Plan will apply to all areas of the organisation while others will apply to a specific unit. The Implementation Plan sets out who is responsible for each action.

Communicating the DAIP to staff and the community

During July 2007 copies of the draft DAIP were sent to all those who contributed to the planning process including City employees, people with disabilities, their families, carers, disability organisations and relevant community groups for feedback. The City also advertised the availability of its DAIP through the state and local newspapers. In August 2007, the plan was finalised and formally endorsed by Council.

The DAIP was promoted during October 2007 through a round of disability awareness training programs across the organisation. This training program was co-funded by the Disability Services Commission,

the Western Australia Local Government Association and the City of Perth.

The City of Perth DAIP is available for viewing and downloading through the City's website at www.perth.wa.gov.au. Additionally, copies of the plan are available to the community upon request and in alternative formats if required including hard copy in standard and large print, electronic format, audio format on cassette and CD or via e-mail on PDF and Microsoft Word formats.

City employees and the community will be advised of any DAIP updates using the same methods.

Review and evaluation mechanisms

The Disability Services Act requires that DAIPs be reviewed at least every five years. Whenever the DAIP is amended, a copy of the amended plan must be lodged with the DSC. The Implementation Plan can be updated more frequently if desired. The City of Perth Access Working Group is to review the DAIP on an annual basis to ensure strategies and actions remain relevant for people with disabilities.

Reporting on the DAIP

The Disability Services Act sets out the minimum reporting requirements for public authorities in relation to DAIPs.

The City of Perth will report on the implementation of its DAIP through its annual reports and the prescribed progress report template to the Disability Services Commission by 31 July each year, outlining:

- Progress towards the desired outcomes of its DAIP;
- Progress of its agents and contractors towards meeting the six desired outcomes; and
- The strategies used to inform its agents and contractors of its DAIP.

Strategies to improve access and inclusion

As a result of the consultation process the following overarching strategies will guide tasks, reflected in the Implementation Plan, that the City of Perth will undertake from 2007-2011 to improve access to its services, buildings and information. Seven desired outcomes provide a framework for improving access and inclusion for people with disabilities in the City of Perth. Complete details of the following strategies are included in the DAIP Implementation Plan 2007-2011.

OUTCOME 1

People with disabilities have the same opportunities as other people to access the services of, and any events organised by the City of Perth.

Strategies

- 1.1 Ensure City staff, agents and contractors are aware of the relevant requirements for providing access in accordance with the Australian Standards (including Enhanced Standards), the Disability Services Act (1993) and the Disability and Discrimination Act (1992).
- 1.2 Ensure people with disabilities are consulted and given the opportunity to provide comment on their need of current and future services.
- 1.3 Ensure inclusion within City of Perth events, activities and services to accommodate everyone whatever their ability.
- 1.4 Conduct disability awareness training sessions for City of Perth staff, businesses, retailers and others.

OUTCOME 2

People with disabilities have the same opportunities as other people to access the City of Perth buildings and other facilities.

Strategies

- 2.1 Ensure access to City of Perth buildings, facilities and public spaces provide a high standard of disability access for all.
- 2.2 Encourage City of Perth staff and contractors to consider access and inclusion issues during all stages of projects.
- 2.3 Encourage all new and redevelopment works to provide universal design principles promoting the concept of 'access and inclusion' for everyone.
- 2.4 Ensure people with disabilities are consulted and given the opportunity to provide comment on their needs of current and future access to City of Perth buildings and other facilities.
- 2.5 Identify barriers or hazards which may affect people with any type of disability and undertake universal access repairs, replacements and improvements such as access ways, kerb ramps and tactile ground surface indicators.
- 2.6 Ensure quantity and location of accessible and universal parking bays including City of Perth car parks meet the requirements of people with disabilities.
- 2.7 Work with relevant bodies to ensure seamless access to infrastructure e.g. transport.
- 2.8 Ensure key regulatory staff continue to maintain an awareness of the developments regarding a Premises Standard under the Disability Discrimination Act (1992).



OUTCOME 3

People with disabilities 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.

Strategies

- 3.1 Ensure that all City of Perth public information is accessible to everyone and is made available in alternative formats on request.
- 3.2 Ensure the City of Perth website meets contemporary requirements for accessible information.
- 3.3 Provide information and promote accessible facilities and services within the city.
- 3.4 Continue to build on the City of Perth collection of books and other resources in alternative formats.

OUTCOME 4

People with disabilities 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.

Strategies

- 4.1 Improve City of Perth employees and private sector staff awareness of universal access and inclusion issues and skills in accessible customer service.
- 4.2 Improve the awareness of new employees about access and inclusion issues.
- 4.3 Monitor organisational staff access and inclusion awareness on a regular basis.

OUTCOME 5

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

Strategy

5.1 Ensure current grievance mechanisms accommodate people with disabilities in order to make complaints to the City of Perth.

OUTCOME 6

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

Strategy

6.1 Ensure access for people with disabilities to the established consultative process of the City of Perth.

OUTCOME 7

People with disabilities are employed by the City of Perth.

Strategy

7.1 Encourage employment opportunities for people with disabilities.

Artwork 'Memory Markers' by Anne Neil, Stirling Gardens





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