City of Armadale

Disability Access and Inclusion Plan

2011 – 2016

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In particular, thanks are given to the Disability Services Commission (DSC), the City's Disability Advisory Team (DAT), staff and individual community members.

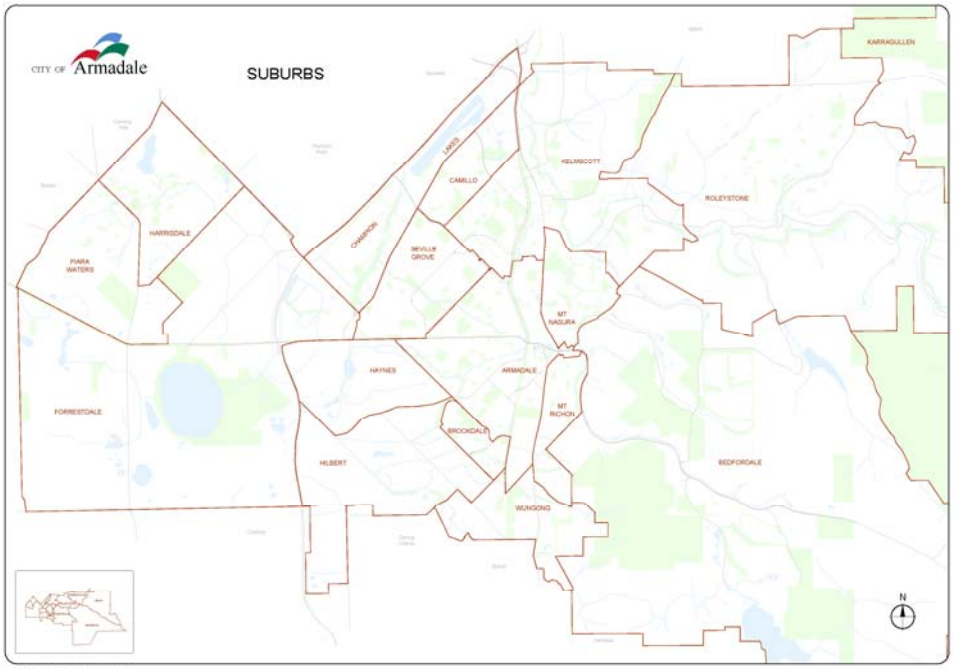
This Plan can be made available in alternative formats such as electronic format (email and website), standard and large print, computer disk, and audiotape or Braille, on request from a person with a disability.

Preface – City of Armadale

The City of Armadale is located 28 kilometres south-east from the Perth CBD. It is bounded by the City of Gosnells and the Shire of Kalamunda in the north, the Shires of York and Beverley in the east, the Shire of Wandering and Serpentine Jarrahdale Shire in the south and the City of Cockburn in the west.

The suburbs and localities of the City of Armadale include Armadale, Bedfordale, Brookdale, Camillo, Champion Lakes, Forrestdale, Harrisdale, Haynes, Hillbert, Karragullen, Kelmscott, Mount Nasura, Mount Richon, Piara Waters, Roleystone, Seville Grove and Wungong.

The City of Armadale is a residential, semi-rural and rural area. The main urban areas are in and around the suburb of Armadale, including the foothills of Kelmscott, Mount Nasura, Mount Richon, Seville Grove and Camillo. The City encompasses a total land area of 545 square kilometres, including many parks, reserves and state forests.



Introduction

The City of Armadale is committed to improving access and inclusion for people with disability, that is, any continuing condition that restricts a person's everyday activities. The Disability Services Act (1993) defines "disability" as meaning a disability:

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

Disabilities can result in a person have a substantially reduced capacity for communication, social interaction, learning or mobility and a need for continuing support services in daily life. However, with the assistance of appropriate aids and services, the restrictions experience by many people with a disability may be overcome.

It is recognised that one in five people may be born with or acquire a disability in the course of their lifetime. In June 2010 the City's estimated residential population was 60,983 people. This is projected to grow to 128,000 people by 2031. As the population grows and ages the number of people requiring assistance with self care and day to day living will continue to increase.

Local governments are required to have a Disability Access and Inclusion Plan (DAIP) to improve access and inclusion for people with disability to facilities, services and community life. A DAIP, formerly known as a Disability Service Plan, is a requirement of the Disability Services Act (1993) which was amended in 2004 to include reference to DAIPs. These plans also ensure Local Governments meets their obligations under the Commonwealth Disability Discrimination Act (1992) and the Equal Opportunity Act Western Australia (1984).

The City of Armadale's Disability Access and Inclusion Plan 2011-2016 provides a framework to guide the City's efforts in providing access and inclusion for people with a disability, which also benefit children, parents (with prams), the older person, carers and organisations. It highlights strategies and outcomes to guide the City of Armadale in achieving positive change within the local community.

Disability Access and Inclusion Plan

The Disability Services Commission, established in December 1993 under the Disability Services Act 1993 (WA), is the State Government agency responsible for advancing opportunities, community participation and quality of life for people with disabilities. The Commission provides a range of direct services and also funds non-government agencies to provide services to people with disabilities, their families and carers.

In 2010, the Disability Services Commission endorsed the Count Me In – Disability Future Directions strategy, which sets out 13 priorities to shape a good future for people with disabilities, families and carers that will also benefit many other Western Australians. These priorities and pathways fall under three complementary areas – Economic and Community Foundations, Participation and Contribution, and Personalised Supports and Services. Making strong progress in each of these areas is vital to achieve the vision for people with disabilities and for all Western Australians.

At the heart of Disability Future Directions lies the vision of a Western Australia where all people live in welcoming communities that actively promote citizenship, friendship, mutual support and a fair go for everyone. It involves a long-term process with multiple changes across the board – housing, transport, community attitudes, education, employment and technology, as well as service delivery in rural, remote and metropolitan areas.

The Disability Services Act 1993 (amended 2004) requires that DAIPs must aim to achieve six desired outcomes. These outcome areas provide a framework for translating the principles and objectives of the Act into tangible and achievable results. The six access and inclusion outcome areas specified in Schedule 3 of the Disability Services Regulations 2004 aim to provide a means of ensuring that people with disabilities:

1. Have the same opportunities as other people to access the services of, and any events organised by, the relevant public authority;

2. Have the same opportunities as other people to access the buildings and other facilities of the relevant public authority;

3. Receive information from the relevant public authority in a format that will enable them to access the information as readily as other people are able to access it;

4. Receive the same level and quality of service from the staff of the relevant public authority;

5. Have the same opportunities as other people to make complaints to the relevant public authority;

6. Have the same opportunities as other people to participate in any public consultation by the relevant public authority.

In addition to these six prescribed minimum standards for DAIPs under the Act, the City of Armadale has included two additional outcomes in its DAIP, that:

7 People with disabilities have the same opportunities as other people to be employed within the City of Armadale, and;

8 The City of Armadale will provide information, opportunities and encouragement to raise community awareness of disability access and inclusion.

These Outcome areas essentially ensure that:

- Existing functions, facilities and services are adapted to meet the needs of all community members, including people with disabilities.
- Access to buildings and facilities is improved.
- Information about functions, facilities and services is provided in formats which meet the communication requirements of all community members.
- Councillors and staff members have a greater awareness of the needs of people with disabilities, and increase their skills to ensure the City is accessible to all.
- Opportunities are provided for all community members, including people with disabilities to participate in public consultations, grievance mechanisms and decision making processes.

Local Context

The City of Armadale is committed to ensuring that the City is accessible to all members of the community. The City developed its first Disability Service Plan (DSP) in 1995 to address barriers within the community for people with disabilities and was the first local government in Western Australia to lodge its DSP with the Disability Services Commission. The implementation of this first plan resulted in a wide range of initiatives which have improved access to the City's services and facilities.

In 2004, the City reviewed the DSP which led to the development of the Disability Access and Inclusion Plan for 2007 – 2011. The City has since implemented many initiatives from this plan and has made significant improvements in access and inclusion for people with disability. Some of the key achievements include:

- Continued support of the Disability Advisory Team (DAT). The DAT meets monthly and provides advice on how to improve access and inclusion for people with disability. The team also provides advice on relevant business and projects. The team is composed of community members, local service providers, Councillors and staff from the City.
- The Access and Mobility Map was first printed and circulated in March 2008 and again in 2010. The map promotes accessible toilets, crossings, shops and other features in the Town Centre of Armadale, Kelmscott, Seville Grove and Roleystone.
- Implementation and launch of the 'You're Welcome' initiative which assesses ease-of-access to businesses in the Armadale area. Sixty one businesses have been assessed.
- The City of Armadale is a regularly contributor to the 'International Day of Disability' on the 3rd of December each year and continues to work in partnership with local agencies.

- In 2010 the City of Armadale administration building implemented 'audio loop' technology to assist people with hearing impairment.
- The City of Armadale has new resources in the Armadale library including a Desktop Magnifier, DAISY Reader, E-audio and the installation of enlargement CCTV equipment. The Magnifier allows patrons with difficulty reading small and normal print sizes to magnify text to larger sizes. DAISY readers are available for hire and use in the Armadale library. This is a talking book machine with additional features available to people with a print disability. The CCTV equipment enables library uses to access all reading matter.

- The City Centre walkways and thoroughfares have been upgraded with the inclusion of tactile paving.

- The opening of an accessible trail at Settlers Common in 2011.

- The DAT assisted in the resolution of access and mobility issues arising during the Armadale train station development.

- The City of Armadale has and will continue to develop accessible parks and play equipment.

Services Provided

The City of Armadale provides a wide range of services and initiatives which benefit people with disability and the wider community. These include and are not limited to:

Corporate Services

- Information Technology and Communications oversees the development of the City of Armadale's website. The website includes information for people with disability on the DAIP, You're Welcome, Disability Advisory Team and the Access and Mobility Map.
- The City's customer service area features low counters, public PC's, audio loops/hearing cards for people with hearing aids and information in alternative forms.

Community Services

- Community Development facilitates the implementation of the 'Access and Inclusion Plan, 'You're Welcome' and the monthly Disability Advisory Team. The City collaborates and support organisations to implement new initiatives for people with disability. The Community Development team is also responsible for inclusive events and consultation.
- The Armadale Volunteer Service facilitates opportunities for people with disability to volunteer their time.
- Library and Heritage services provide large print books, talking books, DAISY readers and e-audio.
- Leisure services provide inclusive facilities at the Armadale Arena and the Armadale Aquatic Centre.
- Rangers and Emergency Services are responsible for the monitoring of parking in accessible parking bays.

Technical Services

- Parks and Reserves are responsible for accessible parks and playgrounds
- Property Management maintain service and improve accessibility to Council buildings for community use.
- Design, Traffic and Development Services oversee road and traffic design including foot paths, cycle ways, tactile paving, ramps, and car park areas.
- Civil Works maintains public access ways, lighting, footpath conditions, street signage, tactile paving, medium openings and grab rails.

Development Services

- Planning Services promote housing diversity including Universal Design.
- Building Services can provide advice on legislation and copies of the Disability Discrimination Act (DDA) to ensure developers, builders, architects and owners are aware of their responsibilities. The department ensures compliance with legislation in relation to accessibility in the community. This includes but is not limited to correct signage, provision of ramps, hand rails and ACROD parking.
- Health Services respond to complaints from the community in relation to such matters as dust smoke. They promote Chronic Disease Prevention and seek to reduce tobacco smoke and alcohol related harm.

Human Resources

- The City promotes equal opportunities in the workplace.

Disability Access and Inclusion Plan 2011 – 2016

Strategic Plan Links

The City's Disability Access and Inclusion Plan 2012-2016 links with the City's current Strategic Plan 2010 – 2014 in the following ways:

Community Wellbeing

.1 Services that support community growth and development.
1.1.3 Advocate equitable and accessible transport options for the community.

.2 Optimum quality of life for all citizens
1.2.4 Advocate and support equitable access to services and facilities for those with special needs.
1.2.5 Ensure Council's services and facilities are accessible.

1.3 Access to a wide range of cultural, arts and learning opportunities.
1.3.1 Provide libraries that support life long learning opportunities.

1.4 Accessible health and other support services meet the needs of our community.

1.5 Sport, recreation and leisure opportunities that contribute to community health and well being.

1.6 A Safe community.

Enhanced Natural and Built Environments

2.3 Diverse and attractive development that is integrated with the distinctive character of the City.

2.4 Attractive and user friendly street scapes and open spaces
2.4.2 Maintain and improve where required the quality, amenity and accessibility of open spaces.

2.5 Safe and efficient movement of goods, services and people.

2.6 Council building and facilities that meet community needs

Good Governance and an Effective Organisation
4.3 An informed and engaged community

4.7 Innovative and accessible customer service and information systems

Review Of Disability Access and Inclusion Plan 2007 – 2011

A review of the Disability Access and Inclusion Plan 2007 – 2011 was undertaken by the City's Disability Advisory Team in 2010/2011. Membership of the Disability Advisory Team includes a Councillor, disability sector employees, City staff, and people with disability and carers. The diverse representation of the Disability Advisory Team has ensured that the needs and aspirations of people with a disability have been addressed by the review from a range of perspectives.

The review was conducted in accordance with legislative requirements and guided by the direction established by the City's Strategic Plan. Consultation with Department managers reaffirmed their commitment to the DAIP and facilitated the inclusion of new initiatives in the draft Disability Access and Inclusion Plan 2011-2016.The review of the Disability Access and Inclusion Plan 2007- 2011 has identified key achievements for 2007-2011, initiatives that require further progression and new initiatives for inclusion in the revised DAIP 2012-2016.

Following endorsement of the draft DAIP 2011-2016 by the Disability Advisory Team and Council, the public was invited to provide feedback on the document during a four week out for comment period. To maximise the potential for feedback from people with disability, community groups, the disability sector and peak disability organisations, the City advertised the public comment period in the following way:

- On the City's website under the 'Out for Comment ' section and via the Disability page
- An advertisement in the Comment News and the Examiner
- Letters to community organisations listed in the City's Community Directory, local disability groups and the disability sector providers. Organisations were requested to encourage feedback from clients.

- Copies were distributed to the City's libraries.

Community feedback was considered prior to submitting the final report to Council for endorsement and submission to the Disability Services Commission for formal approval.

Implementation, Reporting, Evaluation And Review Of The Plan

This Plan is intended to guide the City in its work to create an accessible and inclusive community for all.

Responsibility for Implementation
The City's Community Development Department is responsible for overseeing the implementation of the DAIP 2011-2016 in conjunction with City staff.

The Disability Advisory Team provides advice to Council on behalf of people with disabilities, their families and carers.

Communication of the DAIP
The availability of the DAIP will be promoted to staff and publicised widely within the community, including key disability groups and advertised through the City's website. Copies of the Plan will be available in its libraries, the Main Administration Building , and on the website.

DAIP Reviewing and Reporting
The progress of the DAIP will be reported to the City of Armadale Community Services Committee every six months and reported in the City's Annual Report.

A progress report is lodged with the Disability Services Commission by the 31st July of each year.

The DAIP will be reviewed every four years, in consultation with the Disability Advisory team, key staff, the disability sector and community members.

Disability Access and Inclusion Plan

The following Disability Access and Inclusion Action Plan has been developed by the City of Armadale in conjunction with Councillors, City staff, government and non-government organisations and the community. The plan has been prepared to enable implementation taking into consideration available budgets, resources and time constraints.

The outcome areas are addressed under five headings to provide a coordinated Action Plan:

Outcomes	Access and/or inclusion improvements achieved
Action	What we want to do to achieve the outcomes
Timeline	When we will do it
Responsibility	What Department is responsible
Status	Progress made

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

Guiding Principles:

- The City of Armadale will be responsive and adaptable in responding to the barriers experienced by people with various disabilities.
- The City of Armadale will ensure that policies and practices governing the operation of Council functions, events, facilities and mainstream services are consistent with the Council's Disability Access and Inclusion Plan.
- The City of Armadale's programs and services for people with disabilities will be consistent with the Principles and Objectives of the WA Disability Services Act 1993 (amended 2004).
- The City of Armadale will ensure that all contracts for services to the community will provide access for people with disabilities.
- The City of Armadale will ensure that all planning processes will consider the needs of people with disabilities.

Outcome	Action	Timeline	Responsibility	Status
1.1 Accessible and safe footpaths.	1.1.1 Inspection of footpaths and kerbs in high use areas.	Reviewed Annually	Civil Works	
	1.1.2 Ensure that when driveways are constructed they do not create barriers to safe access.	Ongoing	Technical Services	
	1.1.3 Continue program of upgrading footpaths and kerbs. Consider access needs of residents as a priority for provision/upgrade.	Ongoing	Civil Works	
1.2 Improved access to busy roads.	1.2.1 Investigate ways of improving safety and access for people with disabilities in crossing busy roads. e.g. Armadale Road and Albany Highway.	Ongoing	Design, Traffic, and Development	

Outcome	Action	Timeline	Responsibility	Status
	1.2.2 In consultation (forums) with people with disabilities, identify a network of priority mobility routes and ensure a continuous accessible path of travel on these routes, including rest points with seating, tactile paving as required and accessible paths and kerbs.	Ongoing	Community Development consult with Engineering, Parks and Reserves, Property	
	1.2.3 Promote mobility routes to the community e.g.: a mobility map showing routes, facilities – toilets, parking etc.	Ongoing	Community Development	
1.3 Accessible events.	1.3.1 Ensure events are planned using the DSC Accessible Events checklist.	Ongoing	Community Development	
	1.3.2 Make the Accessible Events checklist available to staff on the City's Intranet.	2012	Community Development	
1.4 Accessible City and Non City resources and services.	1.4.1 Continue to improve and promote accessible resources at the City's libraries.	Ongoing	Library and Heritage Services	
	1.4.2 Continue to develop and promote inclusive and accessible activities within the City's leisure services.	Ongoing	Leisure Services	

Outcome	Action	Timeline	Responsibility	Status
	1.4.2 Encourage agents and contractors of the City to comply with the DAIP requirements.	Ongoing	Governance and Administration	
	1.4.3 Work collaboratively with agencies such as the Public Transport Authority and Main Roads WA in terms of connectively of the public transport system.	Ongoing	Community Development	
1.5 Accessible and Inclusive Parks.	1.5.1 Continue to improve and develop inclusive and accessible parks.	Ongoing	Parks and Reserves	

<u>Outcome Two:</u> People with disabilities have the same opportunities as other people to access the buildings and other facilities of the City of Armadale.

<u>Guiding Principles:</u>

- The City of Armadale is committed to ensuring that its buildings and facilities are accessible to all community members, including people with disabilities, their families and carers.

Outcome	Action	Timeline	Responsibility	Status
2.1 Accessible City buildings	2.1.1 Undertake access audits (including various Council Buildings e.g.: Administration building and ramp) considering all types of disability and Universal Design Principles and Implement remedial works program to improve access.	Ongoing	Property Management Building Services	
	2.1.2 Ensure new developments comply with new building code.	Ongoing	Building Services Planning Services	
2.2 Compliance with ACROD 'Blue Bays' parking.	2.2.1 Undertake an audit of ACROD bays and implement a program to rectify any non-compliance. Consider the need for additional bays at some locations.	Ongoing	Engineering Design	
	2.2.2 Investigate ways of minimising illegal use of the bays in collaboration with businesses.	Ongoing	Ranger Services	

Outcome	Action	Timeline	Responsibility	Status
2.3 Awareness of new Premises Standard (2009).	2.3.1 Relevant key staff to be registered for email updates from the Human Rights and Equal Opportunity Commission.	Ongoing	Human Resources	
	2.3.2 Ensure relevant staff are provided with information and training regarding the new Premises Standard and any other legislative or regulatory changes regarding access.	Ongoing	Property Management Building Services	
2.4 Accessible non-City buildings.	2.4.1 Investigate ways of providing advice and assistance to improve access.	Ongoing	Building Services	
	2.4.2 Liaise with local government services to improve access to their premises.	Ongoing	Building Services Planning Services Disability Advisory Team	
	2.4.3 Promote to local businesses the economic benefits of being accessible.	2013	Community Development	
	2.4.4 Develop information for businesses on access/universal design especially shopping centre, small shops in the Mall, banks, Centrelink and Pioneer Village.	2013	Community Development work with staff at the City of Armadale	

Outcome	Action	Timeline	Responsibility	Status
	2.4.5 Make access information available on the City's website.	2012 - 2013	Information Technology and Communications Community Development	
	2.4.6 Evaluate 'You're Welcome'Project.	2012	Community Development	

Outcome Three: People with disabilities receive information from the City of Armadale in a format that will enable them to access the information as readily as other people are able to access it.

Guiding Principle:

- The City of Armadale will ensure that information about its functions, facilities and services is written in clear and concise language, and is available in formats to meet the needs of all people including people with disabilities.

Outcome	Action	Timeline	Responsibility	Status
3.1 Awareness of Council information in alternative formats.	3.1.1 Ensure documents carry a notation regarding availability in alternative formats if requested.	2012	Community Development in collaboration with Public Relations	
	3.1.2 Determine the need for a register of people requiring other formats.	Ongoing	Public Relations	
	3.1.3 Develop and maintain a list of key disability groups and send relevant communications to them for dissemination to their members.	Ongoing	Community Development	
3.2 Accessible Website.	3.2.1 Develop website with reference to the State Government Access Guidelines.	Ongoing	Information Technology and Communications	

Outcome	Action	Timeline	Responsibility	Status
	3.2.2 Liaise with the Association for the Blind and Blind Citizens of WA to ensure accessibility of information.	2012 -2015	Information Technology and Communications Disability Advisory Team	
	3.2.3 Ensure forms and applications are available electronically.	Ongoing	All Departments	

Outcome Four: People with disabilities receive the same level and quality of service from the staff of the City of Armadale.

Guiding Principle:

- The City of Armadale is committed to ensuring that services are provided by skilled and competent staff and that Councillors and staff are aware of the needs of all community members including people with disabilities, their families and carers.

Outcome	Action	Timeline	Responsibility	Status
4.1 Staff awareness of disability issues.	4.1.1 Conduct survey of all staff to determine training needs.	Ongoing	Human Resources	
	4.1.2 HR to liaise with appropriate training agencies to develop and implement staff training courses including general disability awareness training for all staff, accessible information training, specific training for recreation facility staff, building and planning staff, communication training e.g.: using the teletypewriter (TTY) technology etc.	Ongoing Existing Staff – 2011 Inductions – 2012	Human Resources	
	4.1.3 Conduct training and convey information on a regular basis.	Ongoing	Human Resources	
4.2 Staff recognition for good practice.	4.2.1 Develop and implement a staff recognition program for good practice in access and inclusion.	Ongoing	Property Services – DAT Member	
	4.2.2 Develop and maintain register of staff with skills and experience e.g.: proficiency in sign language.	Ongoing	Human Resources	

Outcome Five: People with disabilities have the same opportunities as other people to make complaints to the City of Armadale.

Guiding Principle:

- The City of Armadale is committed to ensuring that people with disabilities are able to access grievance mechanisms and have opportunities to raise concerns or make complaints about any aspect of their services.

Outcome	Action	Timeline	Responsibility	Status
5.1 Grievance Mechanisms.	5.1.1 Ensure that current grievance mechanisms are accessible for people with disabilities.	Ongoing	Human Resources (Internal) Relevant Department (External)	
	5.1.2 Improve staff understanding to effectively manage feedback from people with a disability.	Annually	Human Resources	
	5.1.3 Ensure that relevant processes and satisfaction survey resources are available in various formats to meet the needs of people with disabilities (when requested).	Ongoing	Information Technology and Communications Public Relations Governance & Administration Customer Service Charter	

Outcome Six: People with disabilities have the same opportunities as other people to participate in any public consultation by the City of Armadale.

Guiding Principle:

- The City of Armadale is committed to ensuring that all community members are able to participate in public consultations and decision-making processes.

Outcome	Action	Timeline	Responsibility	Status
6.1 Monitoring of Disability Access and Inclusion Plan.	6.1.1 Disability Advisory Team to regularly monitor the progress of the plan and be involved in all reviews of the plan.	Ongoing	Community Development Disability Advisory Team	
	6.1.2 Ensure the Plan is reported annually to the Disability Services Commission as prescribed.	Annually	Community Development	
	6.1.3 Develop a register of experienced persons to provide comment on access and inclusion issues on request.	Ongoing	Community Development	
6.2 Disability Access and Inclusion in community surveys and consultation.	6.2.1 Include appropriate questions about access and inclusion in surveys and consultation process.	Ongoing	All Departments	
6.3 Accessible Consultation processes.	6.3.1 Investigate the current methods of promoting all consultations-to the community.	Ongoing	Public Relations Community Development	

Outcome Seven: Opportunities are provided for people with disabilities to be employed within the City of Armadale.

Guiding Principle:

- The City of Armadale is committed to the principles of Equal Employment Opportunities.(EEO)

Strategy	Task	Timeline	Responsibility	Status
7.1 Employment opportunities for People with Disabilities.	7.1.1 Implement EEO legislation. Consider as part of an equal opportunity policy.	Ongoing	Human Resources	
7.2 Awareness of resources and support available.	7.2.1 Ensure Managers / Supervisors are aware of the capacities and capabilities of people with disabilities when employing staff.	Ongoing	Human Resources	
	7.2.2 When employing a person with disability ensure supports and resources are addressed through consultation with the appropriate supported employment agency and/or the City's Occupational Health and Safety Officer.	Ongoing	Human Resources	

Outcome Eight: Council will provide information, opportunities and encouragement to raise the awareness of the community regarding disability access and inclusion.

Guiding Principle:

- The City of Armadale is committed to working to create an inclusive community that is aware of and provides for the access needs of all of its members, including people with disabilities.

Strategy	Task	Timeline	Responsibility	Status
8.1 Awareness of disability and access issues in the general community.	8.1.1 Promote the aims and availability of the Disability Access and Inclusion Plan in the community.	Ongoing	Public Relations	
	8.1.2 Run regular articles on disability and access issues, particularly promoting positive stories on access improvement and inclusion, in the City's newsletter and local newspapers.	Ongoing	Disability Advisory Team Public Relations	
8.2 Awareness of disability and access issues in the local business community.	8.2.1 Provide advice and support to local businesses to become more accessible and inclusive.	Ongoing	Community Development Building Services	
	8.2.2 Continue with Local Access – 'You're Welcome'. Promote businesses that have improved their access or services for people with disabilities.	Ongoing	Community Development Disability Advisory Team	
	8.2.3 Liaise with and give talks to local businesses (e.g. the Chamber of Commerce and retailers' associations).	Ongoing	Community Development	

Appendix 1 – Principles Of The WA Disability Services Act 1993

Principles applicable to people with disabilities:

1. People with disabilities are individuals have the inherent right to respect for their human worth and dignity.

2. People with disabilities, whatever the origin, nature, type or degree of disability, have the same basic human rights as other members of society and should be enabled to exercise those basic human rights.

3. People with disabilities have the same rights as other members of society to realise their individual capacities for physical, social, emotional, intellectual and spiritual development.

4. People with disabilities have the same right as other members of society to services which will support their attaining a reasonable quality of life in a way that also recognises the role and needs of their families and carers.

5. People with disabilities have the same right as other members of society to participate in, direct and implement the decisions which affect their lives.

6. People with disabilities have the same right as other members of society to receive services in a manner which results in the least restriction of their rights and opportunities.

7. People with disabilities to pursue any grievances concerning services as have other members of society.

8. People with disabilities have the right to access the type of services and employment that they believe is most appropriate to meet their needs.

9. People with disabilities who reside in rural and regional areas have a right, as far as is reasonable to expect, to have access to similar services provided to people with disabilities who reside in the metropolitan area.

10. People with disabilities have a right to an environment free from neglect, abuse, intimidation and exploitation.

Appendix 2 – Access Legislation, Regulations, And Standards

Disability Services Act (1993):

The Western Australian Disability Services Act (1993) includes nine principles applicable to people with disabilities. In summary, these principles state that a person with a disability has the right to be respected for their human worth and dignity and has the same human rights as other community members, regardless of the degree and nature of their disability.

Under Part 5, Section 28 of the Act, state government agencies and local governments are required to develop and implement a disability service plan that will further the principles of the Act. This essentially means planning to ensure that people with disabilities have equitable access to services provided by public authorities in Western Australia.

Each public authority is also required to report on the implementation of their plan in the agency's annual report.

The Disability Services Act was reviewed in 2001-02. Ten recommendations were made relating to Disability Service Plans. At the time of development of this plan for the City of Armadale, the amendments to the Act were expected to be put to Parliament during 2004. The City's plan was developed to be mindful of these expected reforms.

To obtain a full copy of the Disability Services Act (1993), contact the State Law Publisher on 9426 0000 or on www.slp.wa.gov.au.

Commonwealth Disability Discrimination Act (1992):

The Disability Discrimination Act is a Commonwealth Act that seeks to provide uniform protection against discrimination based on disability for everyone in Australia.

Under the Act it is unlawful to discriminate against a person, or their associate, if they have a disability in the following areas of life:

- Employment
- Education
- Access to premises used by the public
- Provision of goods, services and facilities
- Accommodation
- Buying land
- Activities of clubs and associations
- Sport
- Administration of Commonwealth Government laws and programs

The definition of disability is broad and covers a disability that a person has now, had in the past, may have in the future or is believed to have.

A person who believes they have suffered discrimination may make a complaint to the Australian Human Rights Commission. Enquires can also be directed to the Sussex Street Law Service at www.sscls.asn.au or telephone (08) 6253 9500.

More information about the Australian Human Rights Commission, The Act and making a complaint is available at www.hreoc.gov.au

Western Australian Equal Opportunity Act (1984):

The Western Australian Equal Opportunity Act (1984) was amended in 1988 recognising that people with disabilities require, and are entitled to, the same level of service as is available to other members of the community.

The amendment to the Act makes it unlawful for a person to discriminate against any person on the grounds of impairment. Under the legislation, an action is regarded as being discriminatory if a person with an impairment is treated less favourably than others in the same or similar circumstances.

Impairment is defined as any condition existing at birth or from illness or injury. It also includes impairments that existed in the past and no longer exist.

If a person believes they have been discriminated against by a public agency because of their impairment, they have the right to complain to the Commissioner of Equal Opportunity in Western Australia.

More information about the Equal Opportunity Commission, the Act and making a complaint is available at www.equalopportunity.wa.gov.au or phone (08) 9216 3900.

Building Code of Australia:

The Building Code of Australia (BCA) is a uniform setoff technical provisions for the design and construction of buildings and other structure throughout Australia whilst allowing for variations in climate and geological or geographic condition.

It references various Australia/New Zealand Standards and other documents. The BCA referenced standards and documents are given legal effect by building regulatory legislation in each state and territory.

DDA Premises Standard:

Work has been underway for some years to develop an Access to Premises Standard under the DDA, to ensure that premises built to comply with the BCA will also comply with the DDA. The Australian Building Codes Board's Building Access Policy Committee, which includes representatives from the disability sector, industry, design professionals, government, property owners, local government and building surveyors, now developed a standard and regulatory impact statement, which underwent an Australia wide consultation process.

The standard has been incorporated into the relevant sections of the Building Code of Australia 2011.

Australian Standards on Access:

There are several Australian Standards relevant to providing access to buildings and facilities - some are listed below. It is important to refer to the latest version of the relevant Standard.

- **AS 1428 – Design for access and mobility**
  AS 1428.1 General requirements for access - New building work.
  AS 1428.1 Supplement 1 General requirements for access - buildings – commentary.
  AS 1428.2 Enhanced and additional requirements - buildings and facilities.
  AS 1428.3 Requirements for children and adolescents with physical disabilities.
  AS 1428.4 Tactile ground surface indicators for the orientation of people with vision impairment.

- **AS/NZS 1428 – Design for access and mobility**
  AS/NZS 1428 To assist the orientation of people with vision impairment – Tactile ground surface indicators

- **AS 1735 – Lifts, escalators and moving walks (SAA Lift Code)**
  AS 1735.1 Lifts, escalators and moving walks.
  AS 1735.2 Passenger and goods lifts – Electric.
  AS 1735.3 Passenger and goods lifts – Electro hydraulic.
  AS 1735.7 Stairway lifts.
  AS 1735.8 Inclined lifts.
  AS 1735.12 Facilities for persons with disability, Amendment 1.
  AS 1735.14 Low-rise platforms for passengers.
  AS 1735.15 Lifts for people with limited mobility – Restricted use – Non-automatically controlled.
  AS 1735.16 Lifts for persons with limited mobility – Restricted use – Automatically controlled
  .
- **AS/NZS 2890 – Parking Facilities**
  AS/NZS 2890.6 Parking facilities. Off street parking for people with disabilities.

- **AS 2890.5** On-street parking.

- **AS 3769** Automatic teller machines (ATMs) - user access.

Appendix 3 – The Principles Of Universal Design
Version 2.0 - 4/1/97 Compiled by advocates of universal design, listed in alphabetical order:

Bettye Rose Connell, Mike Jones, Ron Mace, Jim Mueller, Abir Mullick, Elaine Ostroff, Jon Sanford, Ed Steinfeld, Molly Story, and Gregg Vanderheiden

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Universal Design:

'The design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.'

The authors, a working group of architects, product designers, engineers and environmental design researchers, collaborated to establish the following Principles of Universal Design to guide a wide range of design disciplines including environments, products, and communications. These seven principles may be applied to evaluate existing designs, guide the design process and educate both designers and consumers about the characteristics of more usable products and environments.

The Principles of Universal Design are presented here, in the following format: name of the principle, intended to be a concise and easily remembered statement of the key concept embodied in the principle; definition of the principle, a brief description of the principle's primary directive for design; and guidelines, a list of the key elements that should be present in a design which adheres to the principle. (Note: all guidelines may not be relevant to all designs).

Principle 1: Equitable Use

The design is useful and marketable to people with diverse abilities.

Guidelines:

1a. Provide the same means of use for all users: identical whenever possible; equivalent when not.

1b. Avoid segregating or stigmatizing any users.

1c. Provisions for privacy, security, and safety should be equally available to all users.

1d. Make the design appealing to all users.

Principle 2: Flexibility in Use

The design accommodates a wide range of individual preferences and abilities.

Guidelines:

2a. Provide choice in methods of use.

2b. Accommodate right- or left-handed access and use.

2c. Facilitate the user's accuracy and precision.

2d. Provide adaptability to the user's pace.

Principle 3: Simple and Intuitive Use

Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.

Guidelines:

3a. Eliminate unnecessary complexity.

3b. Be consistent with user expectations and intuition.

3c. Accommodate a wide range of literacy and language skills.

3d. Arrange information consistent with its importance.

3e. Provide effective prompting and feedback during and after task completion.

Principle 4: Perceptible Information

The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.

Guidelines:

4a. Use different modes (pictorial, verbal, tactile) for redundant presentation of essential information.

4b. Provide adequate contrast between essential information and its surroundings.

4c. Maximize "legibility" of essential information.

4d. Differentiate elements in ways that can be described (i.e., make it easy to give instructions or directions).

4e. Provide compatibility with a variety of techniques or devices used by people with sensory limitations.

Principle 5: Tolerance for Error

The design minimizes hazards and the adverse consequences of accidental or unintended actions.

Guidelines:

5a. Arrange elements to minimize hazards and errors: most used elements, most accessible; hazardous elements eliminated, isolated, or shielded.

5b. Provide warnings of hazards and errors.

5c. Provide fail safe features.

5d. Discourage unconscious action in tasks that require vigilance.

Principle 6: Low Physical Effort

The design can be used efficiently and comfortably and with a minimum of fatigue.

Guidelines:

6a. Allow user to maintain a neutral body position.

6b. Use reasonable operating forces.

6c. Minimize repetitive actions.

6d. Minimize sustained physical effort.

Principle 7: Size and Space for Approach and Use

Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.

Guidelines:

7a. Provide a clear line of sight to important elements for any seated or standing user.

7b. Make reach to all components comfortable for any seated or standing user.

7c. Accommodate variations in hand and grip size.

7d. Provide adequate space for the use of assistive devices or personal assistance.

Please note that the Principles of Universal Design address only universally usable design, while the practice of design involves more than consideration for usability. Designers must also incorporate other considerations such as economic, engineering, cultural, gender, and environmental concerns in their design processes. These Principles offer designers guidance to better integrate features that meet the needs of as many users as possible.

This Booklet can be made available in alternative formats on request by contacting.

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