



CITY of PERTH



DAIP

Disability Access & Inclusion Plan

2011 - 2015



Council House light display

Acknowledgements

The City of Perth acknowledges the input received from many individuals and groups within the community, members of the City's Access Working Group and Universal Access Taskforce and disability consultants E-QUAL.

Regular Feedback

The City of Perth actively seeks and encourages regular feedback on the progress of this Plan. Community members wishing to provide input should contact the City's Community Development Officer.

Copies of this Plan are available at www.cityofperth.wa.gov.au

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Lord Mayor's Foreword

As a "Count Me In" Ambassador I am committed to raising awareness and making life in the city as safe, comfortable and as easy as possible for people with disabilities. I am especially pleased to present the City of Perth's fourth Disability Access and Inclusion Plan.

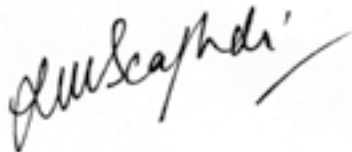
The Plan demonstrates the Council's commitment to ensuring our city is welcoming and inclusive of all people.

The Council is committed to outcomes that improve access, participation and inclusion for all citizens and visitors. Building on the City of Perth's leadership on access initiatives undertaken by the Council since 1997, our revised Disability Access and Inclusion Plan outlines key actions to remove barriers to people accessing facilities, information, services and programs across the city.

Extensive consultation with internal and external stakeholders was undertaken to develop this Plan. Their feedback, views and aspirations have been incorporated in this document.

The Disability Access and Inclusion Implementation Plan contains realistic and achievable goals to provide clear direction over the next five years and confirms that the principle of universal access is embedded within the City of Perth. With a collaborative spirit of working together with all stakeholders, we will continue to strive to ensure Perth is an international example of best practice in ensuring access for people of all abilities.

Our City Vision 2029 welcomes supports and celebrates the contribution of all people who come to our city. I look forward to sharing the achievements of this Plan with you on an annual basis.



The Right Honourable the Lord Mayor

Lisa-M. Scaffidi

December 2011

1.0 Introduction

The City of Perth's Disability Access and Inclusion Plan 2011-2015 identifies the outcomes the City will achieve to improve access and inclusion for people of all abilities. It outlines key actions that will be implemented to reduce and eliminate barriers within our city and to advocate for equity of access for all in our society.

This Disability Access and Inclusion Plan, complies with Commonwealth and State legislative requirements to ensure that access for all is at the forefront of all planning and partnership actions and developments in the City of Perth.



Perth Town Hall

2.0 Background

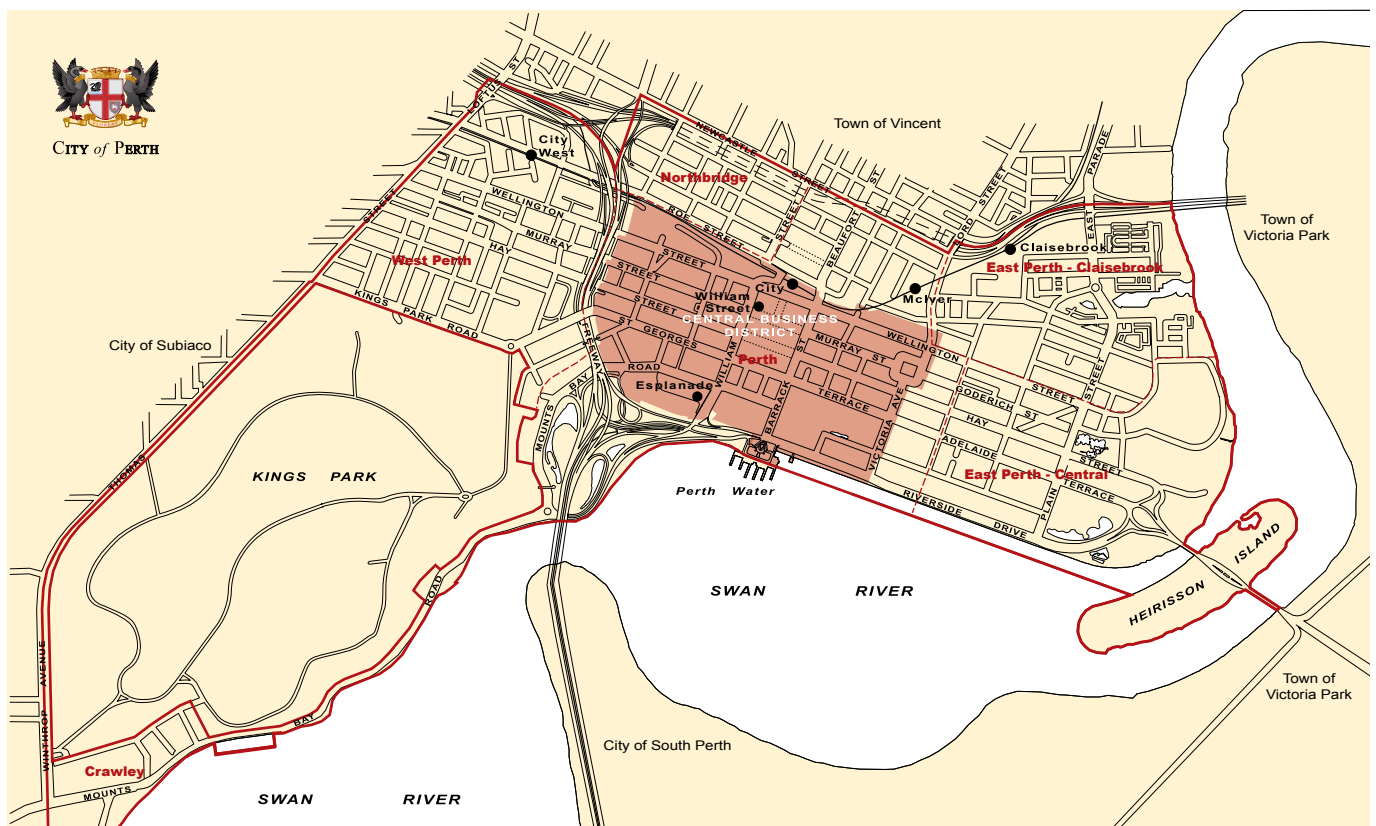
2.1 The City of Perth

The City of Perth is the capital city local government in Western Australia and is the centre of State Government activities, major business and commerce, and the transport, cultural and entertainment hub of the metropolitan area.

The City of Perth comprises the suburbs of East Perth, Crawley, Northbridge, Perth Central Business District and West Perth in an area of 8.1 sq km. A large proportion of the City's 8.1sq km area is public open space (26 parklands and reserves, totalling 118 hectares). The residential population is currently estimated to be 17,093 (ABS, June 2009) and by 2021 will be 20,900 and approximately 30,000 by 2030.

The 10% population change per annum since 2001 makes the City of Perth the fastest growing local government in Australia.

The unique nature of a capital city means that on any given day, the City of Perth has the highest concentration of people than elsewhere in the State, estimated at 130,000 persons in 2011. In addition to residents, this includes a workforce of no fewer than 110,000 persons and around 10,000 shoppers, tourists and others doing business.



City of Perth Boundary Map

Currently in the City there are over 10,536 private dwellings comprising mostly apartments and other high density dwellings.

The City of Perth is undergoing high levels of growth and development of commercial property which will add to the growth in the number of residents, workers and visitors to the city.

2.2 Functions, facilities and services provided by the City of Perth

As the capital city local government, the City of Perth faces challenges and responsibilities in the provision of facilities and services that extend beyond that of 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 to property and the community. It has an important regulatory role in the city's development, construction and maintenance, which has important access implications.



Citiplace Community Centre

A full list of City of Perth services can be found in Appendix 1 of this DAIP.

The City of Perth is responsible for the following facilities:

Citiplace Community Centre	Citiplace Rest Centre
Citiplace Child Care Centre	Rod Evans Senior Citizens Centre
Perth Town Hall	CCTV (closed circuit camera system)
Public Toilets	Car Parks (33)
City of Perth Public Library	Works Depot
Council House	Forrest Place
Hay Street Mall	Murray Street Mall
Perth Concert Hall	Northbridge Piazza
Citiplace Upper Level Concourse, Perth Railway Station Complex	
Other public spaces, buildings and 29 parkland areas and reserves.	

2.3 People with disabilities in Australia, Western Australia and the City Australia

Information from the Australian Bureau of Statistics (ABS) Disability, Ageing and Carers five yearly survey shows that in 2009, 18.5% of the population had a reported disability. The disability rate increases steadily with age, with 40% of people aged 65 – 69 and 88% of those aged 90 years and over having a disability.

Western Australia

In WA, around 425,500 people have a disability and an additional 276,000 people (12% of the population) are carers of a person with a disability

By 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.

In addition, the rate of disability among Aboriginal Australians is approximately twice as high as for non-indigenous people. It is also estimated that one in four people with disability come from

a non-English speaking background, or has parents from a non-English speaking background. It is important to consider this cultural diversity when seeking to address issues of access and inclusion.

City of Perth

It is estimated that in 2009 there were 3,162 people with disabilities resident within the city, accounting for 18.5% of the population; this figure does not include their families, friends and carers affected by access and inclusion issues.

It is important to consider not only the recent residential population growth within the city, but also the fact that its day-time population of workers, shoppers and tourists is estimated to be 130,000, suggesting that there are over 22,200 visitors with a disability in the city daily and in total, including residents and visitors, over 25,000.

3.0 Strategic Framework

City of Perth 2029

The City of Perth's long-term vision and the outcomes on which it will focus are described in its visioning document City of Perth 2029.

The City of Perth 2029 Vision and Four Year Strategic Plan documents detail the strategies to be undertaken by the Council in the next four years which will guide it toward achieving the best outcomes for the city.

The strategies demonstrate the Council's leadership role and address areas such as urban and built environment, safety, transport, community services, business, environment and climate change, city vibrancy and the river foreshore.

Vision for diversity and inclusiveness

The City of Perth is a vibrant, cosmopolitan city which respects and celebrates the diversity of its people and lifestyles. It is welcoming and engaging. People of



Pedestrian in a wheelchair crossing the road

all ages, social and cultural backgrounds and abilities are treated with equity and dignity. Indigenous culture is celebrated and respected and indigenous people are encouraged to be involved in all facets of city life.

This diversity is also manifested in a more diverse residential population. People are attracted to live and work in Perth because of its diverse, tolerant and relaxed lifestyle and its active and engaging street life.

All people in the community have access to suitable high-quality services that meet their needs. The community is tolerant and supportive of people with special needs living in and visiting the city.

Relevant City principles

- Diversity and social inclusion are components of community development and well-being and people of diverse ages, backgrounds, lifestyles and abilities should be able to participate in city life with equity and dignity.
- People will be given precedence in the city's public spaces and roads.
- The design and use of public spaces must facilitate and balance the need to provide spaces for interaction by people, aesthetic quality and impact on the natural environment.
- Physical design, social infrastructure and community development initiatives which contribute to communities having a strong sense of ownership and place.



Children at the Point Fraser playground

Four Year Strategic Plan - beginning 2009

The Four Year Strategic Plan identifies the priority strategies that the City will undertake to achieve the outcomes and, ultimately, its vision for the city in 2029.

The primary actions in the strategies are outlined in the City's Annual Plan.

4.0 Legislation and Standards

4.1 Legislative obligations

It is a requirement of the WA Disability Services Act that local government authorities develop and implement a Disability Access and

Inclusion Plan (DAIP) that outlines the ways in which the authority will ensure that people with disabilities have equal access to its buildings, facilities and services. The Act requires that authorities must take all practical measures to implement their plan.

Other legislation underpinning access and inclusion includes the Commonwealth Disability Discrimination Act (DDA) and the WA Equal Opportunity Act. Compliance with these Acts and the standards developed under the DDA is mandatory.

Legislative developments

There have been a number of developments in disability legislation and policy in recent years; some since the last City of Perth DAIP was developed.

These include:

- **The United Nations Convention on the Rights of Persons with Disability (UNCRPD) 2006**

The Convention and its optional protocol have been ratified by Australia. On the fundamental issue of accessibility (Article 9), the Convention requires countries to identify and eliminate obstacles and barriers and ensure that persons with disabilities can access their environment, transportation, public facilities and services, and information and communications technologies.

- **National Disability Strategy 2010 - 2020**

The Commonwealth, State and Territory and Local Governments have developed the National Disability Strategy in partnership, under the auspices of the Council of Australian Governments (COAG). The Strategy sets out a ten year national plan for improving life for Australians with disabilities, their families and carers. It represents a commitment by all levels of government, industry and the community to a unified, national approach to policy and program development. This new approach will assist in addressing the challenges faced by people with disabilities, both now and into the future.

The Strategy is the result of a large nation-wide public consultation process, involving more than 2,500 people and was formally endorsed by COAG on 13 February 2011.



Person with a vision impairment using a cane on tactile paving for orientation

The ten year plan sets out six priority areas for action to improve the lives of people with disabilities, their families and carers. These are:

- Inclusive and accessible communities—the physical environment including public transport; parks, buildings and housing; digital information and communications technologies; civic life including social, sporting, recreational and cultural life.
- Rights protection, justice and legislation—statutory protections such as anti-discrimination measures, complaints mechanisms, advocacy, the electoral and justice systems.
- Economic security—jobs, business opportunities, financial independence, adequate income support for those not able to work, and housing.
- Personal and community support—inclusion and participation in the community, person-centred care and support provided by specialist disability services and mainstream services; informal care and support.



Person with a vision impairment getting directions at the Barrack Square Cat Bustop

- Learning and skills—early childhood education and care, schools, further education, vocational education; transitions from education to employment; life-long learning.
- Health and wellbeing—health services, health promotion and the interaction between health and disability systems; wellbeing and enjoyment of life.

The National Disability Strategy will guide public policy across governments and aims to bring about change in all mainstream services and programs as well as community infrastructure. It is the first time the Commonwealth, State and Territory Governments have agreed to such a wide ranging set of directions for disability.

- **Count Me In - Disability Future Directions 2009**

Count Me In is a State Government long term plan based on its vision that “All people

live in welcoming communities that facilitate friendship, mutual support and a fair go for everyone.”

Western Australia will look substantially different in 15 to 20 years time. Western Australians will live in changed economic, social and environmental circumstances. With this in mind, the Count Me In: Disability Future Directions strategy 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 are:

Economic and community foundations

- Economic Security
- Well-planned and accessible communities
- Universally-designed housing

Participation and contribution in all aspects of life

- Welcoming communities
- Life-long learning in inclusive settings
- Secure employment in meaningful work
- Access to health and mainstream services
- Enabling information and technologies

Personalised supports and services

- Collaborative responses to people with disabilities who are ageing
- Responsive approaches in rural and remote areas
- Strong, supportive partnerships with families and carers
- Life-long security for people with complex and high needs for support
- Innovative and responsive supports

The Lord Mayor of the City of Perth, Lisa-M. Scaffidi, is one of a group of high profile Western Australians who have made a commitment as Count Me In Ambassadors to speak out about issues that affect people with disabilities and their families.

- **Disability (Access to Premises – Buildings) Standard 2010**

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 (now the Australian Human Rights Commission) 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.

Disability (Access to Premises – Buildings) Standard has been developed under the

Commonwealth Disability Discrimination Act (1992), to help overcome the lack of consistency between the BCA and the DDA. In particular, local governments, designers, builders and others responsible for approvals and certification of buildings will be clearer about what is required to fulfil their responsibilities under both building and anti-discrimination law.

From 1 May 2011 the **Disability (Access to Premises – Buildings) Standard** is called up under the Building Code of Australia. The Standard applies only to buildings, and specifically to those building where approval is lodged on or after that date. It is also important to note that aspects of buildings not covered by the Standard, such as fit out, will continue to be subject to the provisions of the Commonwealth Disability Discrimination Act (1992). It had been expected that the Standard would have wider application and provide greater certainty across the board regarding access to premises; however, conflicting agendas and, ultimately, compromise mean that there are still a number of areas where those responsible for the building, including the local government through its building approvals function, will still be exposed to complaints if non-discriminatory access is not provided.

Areas between buildings, unless they are access-ways to buildings, are not covered by the Standard. It is important to understand however, that the DDA still applies to these areas, including public open spaces, public footpaths, walkways and other buildings and services. Equitable, dignified access must be provided, including access to facilities and installations within the outdoor area, otherwise there is a risk of a complaint being lodged under the Commonwealth Disability Discrimination Act (1992).

While the Disability (Access to Premises – Buildings) Standard only applies to buildings where building approval is lodged on or after 1 May 2011, in order to meet the City's commitment to best practice and minimise the risk of actions under the DDA, the Standard should be the City's benchmark when assessing access to existing buildings.

- **DDA Standard on Accessible Transport 2002**

This Standard came into effect in 2002, and is being rolled out over a 30 year period. A key point within the life of this DAIP is



Person with a vision impairment about to cross the road

that by 31 December 2012, at least 55% of bus stops must comply with the Standard. All conveyances, premises and infrastructure brought into use for public transport after the commencement of the Standards must comply with the updated requirements.

The ability to access public transport is crucial for people with disabilities and their families and carers to facilitate full participation in community life. The Standard also benefits many older Australians and parents with infants in prams who use public transport services.

- **Australian Standards on Access**

The suite of Australian Standards on Access stipulates the minimum requirements for accessibility to people with disabilities. In 2009, several of the standards were upgraded to enhance accessibility, including AS1428.1, which is called up in the BCA and is therefore mandatory.

The City of Perth has stated its commitment to achieving a high standard of disability access and inclusion, and supports wherever possible, enhanced standards and best practice to be achieved at all times, rather than just minimum compliance with the mandatory standard.

A list of relevant legislation and standards can be found in Appendix 2 of this DAIP.

5.0 Universal Access through Universal Design

The concept of Universal Design is being embraced both locally and overseas. Disability access and inclusion has been called Universal Access at the City of Perth since 2000. This concept is embedded in the organisation's strategic and annual plans. Compliance by the organisation with relevant Acts and Standards ensures facilities and services are accessible to everyone. The City reports on its progress of universal access initiatives in its annual report.

A Universal Access approach helps to ensure access to facilities and services by all people, including children, seniors, people from culturally and linguistically diverse backgrounds, tourists, and people with disabilities.

Universal Design is concerned with making all elements and spaces accessible to and usable by all people to the greatest extent possible. This is accomplished through thoughtful planning, design and implementation.

A growing ageing population has significant implications for future planning and the universal design of residential development.

Changes to legislation and building regulations are underway 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.

Social and economic benefits of universal access

Since 1992, the Disability Discrimination Act has made it unlawful to discriminate against a person on the grounds of disability across a wide range of settings including education, employment, transport and access to premises.

Many of the buildings within the city fail to provide adequate access, as they were constructed prior to 1992 when the needs of people with disabilities were not considered. As a result, many people with disabilities are unable to equitably access and take part in many aspects of everyday life due to these remaining barriers in the built environment.

This not only creates social exclusion, but has economic implications for the whole community when a significant group is unable to participate in employment, social and commercial activities. People with disabilities are a significant and important customer base. Universal access brings both economic benefit and social richness to the community.

6.0 Progress Update

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 since the adoption of the initial Disability Services Plan (DSP) in 1995, followed by a joint initiative with the State Government – 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. In accordance with the 2004 amendment to the WA Disability Services Act, the City produced its Disability Access and Inclusion Plan (DAIP) in 2007, which has guided progress until 2011.

Strategies and actions carried out by the City of Perth toward making the city an accessible place for all people have been considered as a model for other local governments in Western Australia and around Australia. 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 officers. The AWG has provided access advice for more than 200 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.

Key projects and developments considered by the Access Working Group over the life of the last plan include:

- Disability Access and Inclusion Plan development and input
- DAIP training
- Website redevelopment and accessibility features
- May Holman Centre access issues during redevelopment phase
- Blue Note Tavern redevelopment, West Perth
- Northbridge Piazza
- Stirling Street enhancement
- William Street enhancement
- Esplanade Station management plan
- Citiplace Rest Centre refurbishment – accessible facilities
- Point Fraser Stage 2 site visit
- Perth Arena development
- Harold Boas Gardens, conservation and management plan
- City of Perth strategic plan
- Aberdeen Street development
- William Street traffic flow changes
- City Square complex
- Museum Park design review
- Forrest Place master plan (draft)
- Tactile ground surface indicators for bus stops and bus shelters
- Draft On Street parking policy
- Design of new tree grates
- William Street streetscape upgrade
- Parliament House streetscape design
- Elder Street Car Park redevelopment
- St Georges Terrace concept
- City of Perth access maps 2009
- Judith sculpture
- Surfing event for people with disabilities
- Braille map signage at Perth Railway Station
- Public Transport Authority - new guidelines for bus shelters
- Forrest Place stage 2
- Gloucester Park alfresco facilities
- Mill Street office development
- Citiplace Rest Centre site visit
- Citiplace Station Concourse site visit: trial flooring and tactile map

- Northbridge Piazza site visit
- Subaru Karaoke Bar proposal
- Making existing buildings wheelchair accessible
- Beaufort and James Streets – Two-way traffic proposal
- Northbridge Link Project Stage 1
- Cultural Centre Car Park toilets
- Roe Street Car Park toilets
- 130 Mounts Bay Road (development adjacent to Jacob's Ladder)
- Police Complex development, corner Fitzgerald and Roe Streets, Northbridge
- Community Safety Plan 2010-2013
- Perth Access Project - Department of Transport
- Access issues in areas of public works
- His Majesty's Theatre Car Park public toilet upgrade
- Age-Friendly Communities Project
- DAIP Plan review and consultation report
- Implementation of the new Access to Premises Standard at the City of Perth
- Access issues around Raine Square and William Street
- Affordable Rental Housing demonstration project
- Aberdeen Street public access way enhancement
- City of Perth Bikeplan - consultation

Universal Access Taskforce

This is an organisational taskforce comprising officers from relevant units within the City of Perth. The Universal Access Taskforce (UAT) supports and facilitates the implementation of the DAIP 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.

Employment

The City of Perth includes a seventh DAIP Outcome Area, over and above the legislative requirements. This outcome area supports the equitable employment of people with disabilities by the City. Implementation of this outcome area on employment helps the City to meet its obligations under the Commonwealth Disability Discrimination Act (1992).

Heritage Grants

Heritage grants are available for access studies to be undertaken, with the potential to receive a grant for works to improve access in heritage buildings.

Braille and Auslan

The City provides Braille description of the Australia Day Skyworks and Auslan interpreters at the turning on of the Christmas lights. Auslan interpreters attend the Access Working Group meetings.

Agents and contractors

All new tender specifications relating to buildings and facilities have a DAIP clause for contractors, and a contractor's reporting form specific to DAIP Outcome 2 (Access to Buildings and Facilities) has been developed and introduced.

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 2009. 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.cityofperth.wa.gov.au.

Affordable housing

The City of Perth's planned key city worker housing development at Goderich Street East Perth includes a number of design features to make the units more suitable for people with disabilities. The three-storey, 48-unit development will commence in 2011 and be completed in late 2012. Units will be available for rent at below market rates to people on modest incomes who work within the City of Perth boundaries. The aim of the project is to provide city-based "key workers" with affordable rental accommodation close to their place of work. All forty-eight of the units include features to make them more accessible for people with disabilities, such as wider doorways, hobless showers and lever tap handles.

Six of the ground floor units have been specifically designed with simple modifications so that people with disabilities can live in them. The Disability Services Commission contributed funds toward the design and fit out of the six adaptable units, which achieve a "Class C" classification under the Australian Standard for Adaptable Housing (4299-1995). They include features such as increased circulation space, appropriate location of power outlets, adjustable-height kitchen benches and reinforced walls for installation of handrails.

Citiplace Community Centre

The Citiplace Community Centre is a unique accessible central city facility that aims to provide services to meet the needs of people 55 and over and people with disabilities. This busy community meeting place has recently been refurbished and provides excellent accessible facilities such as accessible toilet facilities, wheelchair and Shoprider hire (motorised scooter).

The accessible meeting rooms are regularly used by disability groups. The Centre's location in the city on the upper level concourse at Perth Central Railway Station makes it easier to access by people using public transport.

Citiplace Rest Centre

The Citiplace Rest Centre is a public toilet and amenities facility centrally located in the city on the upper level concourse at Perth Central Railway Station. The Centre opens at 7.00am Monday to Sunday and closes at 10.00pm Monday to Sunday with the exception of Friday and Saturday, when the closing time is 10.30pm. The facility is operated by attendants.

The Citiplace Rest Centre provides services including:

- Toilet facilities for males and females
- Wheelchair accessible change facility and toilet
- Parenting rooms
- Shower facilities
- Wheelchair hire (Saturdays & Sundays only)
- Stroller hire
- Locker hire

The unisex accessible toilet includes a hoist and ceiling tracking system and a fold-down adult change table for people with disabilities with special needs. The availability of these amenities assists people with high support needs who require this equipment to stay in the city longer and provides their carers and support workers with improved safety.

You're Welcome, WA Access Initiative

The City of Perth was involved in the pilot project in 2004 for this very successful initiative, which has since been rolled out State wide.

The You're Welcome project provides people with disabilities with clear online information about accessible hotels, businesses, restaurants, car parks, cinemas, theatres, gyms and shopping areas in the central city. Over 400 facilities in the City of Perth are now listed on the You're Welcome WA website, 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

The City has undertaken considerable staff training to raise access awareness, with up to a third of all staff attending sessions during 2010 – 2011. Sessions have been conducted on wayfinding, universal access, accessible information, customer service, creating accessible

events, access in planning and design, and meeting legislative requirements relating to contractors. In addition, City officers new to the organisation have attended induction sessions on access and inclusion.

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. An Access Policy for the City Planning Scheme is in development.

Street parking

The City of Perth provides 15 minute accessible pick-up and set-down bays called Universal Bays to be used by everyone. Wherever possible, Universal Bays are provided on every street block, as well as near medical facilities, public transport stations, court buildings and other public and entertainment venues where possible.

A dedicated accessible parking bay is provided on every street block in general parking areas. Ticket machines are located within 10 metres of accessible parking bays where possible, to prevent permit holders from having to walk long distances.

In general parking areas, permit holders have concessions equivalent to twice the time specified on the parking sign e.g. 1P becomes two hour parking.

In total, accessible parking bays for permit holders and Universal Bays are provided at a rate of approximately one bay for every 50 general car bays.

Off-Street Parking

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

Streetscape and park upgrades

All streetscapes and parks upgrades that have been undertaken since the City's previous DAIP now provide a high standard of universal access. The Access Working Group has been used to provide consumer input at the design stage. Projects have included:

St Georges Terrace	Hay Street Mall, CBD
Northbridge Piazza	Murray Street Mall, CBD
Parliament Place	Hay Street West
William Street, Northbridge	Aberdeen Street
William Street, CBD	Esplanade Improvements

7.0 Disability Access and Inclusion Statement of Commitment

Statement of commitment

As the capital city local government of Western Australia and heart of the metropolitan area, the city attracts over 130,000 workers, visitors and tourists to the central area each day. With a growing residential population and current levels of disability, estimated to be close to 18.5% 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 encouraging 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 in accordance with 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

In addition to these six prescribed minimum standards for DAIPs under the Act, the City has included a seventh outcome since 2007, which is that:

7. People with disabilities have the same opportunities as other people to be employed at the City of Perth.

8.0 Development of the Disability Access and Inclusion Plan

8.1 Review of DAIP 2007 – 11

The methodology for the review included examination of the City of Perth's current DAIP, DAIP progress reports and other relevant Council documents, plans and strategies.

The review and consultation showed that the City of Perth already has some strategies in place that have improved access for people with disabilities to City of Perth facilities and services, but that there are still barriers to full access and inclusion.

Some of these barriers relate to issues within the physical environment such as lack of directional signage and specific locations and buildings which require attention to ensure they are accessible, while other barriers relate to service provision and information.

In addition, through the review and consultation process, several areas were identified as needing to be addressed strategically, in order to create an inclusive community for all. These include the need to:

- Develop an organisational culture reflecting capital city status, which strives for best practice in access and inclusion, setting a high benchmark of best practice and meeting enhanced standards, rather than settling for minimum compliance;
- Ensure access and inclusion is considered at the planning stage of all projects;
- Ensure our ageing community with its increased level of disability is a key consideration in planning;
- Link the DAIP with the City's Strategic Plan and other City of Perth strategies, such as Risk Management and the Customer Service Charter;
- Integrate DAIP implementation into the City's business practices;
- Develop an effective system for meeting legislative reporting requirements, that will provide accurate data on DAIP implementation, both by the City and its contractors;
- Develop an accessible and effective complaints and feedback mechanism regarding access and inclusion issues;
- Review and strengthen the Universal Access Task Force in its role as an agent of change within the organisation.

8.2 Community consultation

As part of the development of the City of Perth's DAIP, an extensive consultation was carried out to identify potential strategies to be incorporated into the Plan. In total 81 people with disabilities, their families, carers and friends contributed feedback, as did City of Perth staff.

The consultation, held from August to December 2010, was advertised or promoted:

- In The West Australian, Guardian and Voice newspapers;
- On the City of Perth website;
- Directly to key disability organisations;
- Through City of Perth services i.e. Library;
- Directly to Disability Services Commission Local Area Coordinators;
- Through the City of Perth intranet; and;
- Directly to key staff.

The consultation included:

- Meetings and consultation with the Access Working Group and the Universal Access Task Force;
- Meetings with key City staff;
- A web-based staff survey using Lime Surveys, but with hard copies also available for staff - 14 completed surveys were received from staff;
- A web-based community survey using Lime Surveys – 22 completed surveys were received;
- Hard copy surveys available at key community locations – 13 completed surveys were received;
- Meetings with groups of people with disabilities, family carers and seniors at Westcare, the Spina Bifida Association and the Rod Evans Centre, and a teleconferenced meeting with members of Blind Citizens WA. A total of 22 people took part.
- The opportunity for staff or community members to phone, fax or email EQUAL (disability consultant) directly should they wish to provide their feedback in that way – no responses were received; and
- Close consultation with the City's Community Development (Disability) Officer.

8.3 Findings - Major accessibility needs for the City of Perth

The consultation provided a variety of views on access and inclusion in the city. 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:

Parking, especially the amount of accessible parking available at community events, and

at key locations such as the Bell Tower, inadequate accessible on-street parking, the accessibility of the bays and the cost of parking for people on low incomes.

Road works/streetscape works, particularly during traffic direction changes and major street refurbishments, including non-compliant kerb ramps and tactile paving, and building work blocking footpaths, causing congestion and access barriers.

Clear and safe pathways through the city for people with vision impairment, including poor luminance contrast along street alignments and on step nosings, the design and location of street furniture and artworks, and other obstacles such as barriers while works are in progress.

Signage, which does not always show all the important information, is not universally accessible and is not always clear.

Access to public toilets, including the number of toilets, their level of accessibility and that they can be hard to find.

Information, including lack of accessibility of PDF documents on the website, not enough information for people who don't use the Internet, timeliness of information about changes to traffic flow and works in progress, and difficulty understanding maps for events in the newspaper.

Seating, including that there is not enough suitable universally accessible seating and the lack of directional signage to seating.

Staff awareness, with suggestions that there needs to be regular training for all staff to be able to provide good service to people with disabilities.

Consultation, particularly the need to develop ways to ensure people with disabilities and other diversity groups are consulted appropriately.

Accountability, regarding the need for the DAIP to have stronger mechanisms to assist implementation and for actions to be more measurable.

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.

Some of the points raised by staff included the need for:

Best practice, and as a capital city, setting benchmarks, with access and inclusion integral to all business.

Contract management process improvement, particularly regarding ways to inform contractors, track progress and compliance and fulfil reporting obligations.

DAIP tracking and reporting processes, that are strategic, effective and not onerous.

Accessible event information, including a simple DAIP requirement proforma.

Information about access, including information readily available online for city businesses.

Access consultant information, including a policy regarding engaging a consultant.

Access audits, of existing building stock and outdoor environments, including playgrounds.

Consultation guidelines, to improve communication with the community.

Greater awareness, regarding legislative obligations and risk implications regarding access and inclusion.

Complaints mechanisms, that are inclusive of all people.

Employment, using strategies to help achieve best practice in employing people with disabilities.

8.4 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.

The DAIP Coordinator with the guidance of the Universal Access Task Force are responsible for the planning of the DAIP.

8.5 Responsibility for implementing the DAIP

Implementation of the DAIP is the responsibility of all Managers 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.

8.6 Communicating the DAIP to staff and the community

During 2011 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. In December 2011 the plan was finalised and formally endorsed by Council. In 2012 the City advertised the availability of the DAIP through the State and local newspapers.

The City of Perth DAIP is available for viewing and downloading through the City's website at **www.cityofperth.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 in PDF and Microsoft Word formats.

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

8.7 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 Disability Services Commission. The Implementation Plan can be updated more frequently if desired. The City of Perth Universal Access Taskforce will review the DAIP and the annual progress report each year to ensure strategies and actions remain relevant and implementation is proceeding as planned.

8.8 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 in 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.

9.0 Strategies to Improve Access and Inclusion

As a result of the consultation process the following overarching strategies will guide tasks, reflected in the DAIP Implementation Plan, that the City of Perth will undertake from 2011-2015 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 2011-2015.

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

- Ensure policies and procedures relating to access and inclusion are integrated within the practices of organisation.
- Develop guidelines and procedures to help ensure all events organised by or for the City of Perth, or held in the City, are accessible and inclusive.
- Ensure City staff, agents and contractors are aware of the relevant requirements for providing access to services and events in accordance with the Australian Standards, the Disability Services Act (1993) and the Disability and Discrimination Act (1992).
- Continue to enhance accessibility of City Library services.
- Coordinate the implementation of the City of Perth Disability Access and Inclusion Plan

OUTCOME 2

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

Strategies

- Undertake access audits and develop remediation plans, to ensure compliance of disability access to City of Perth buildings, facilities, signage, parking, play spaces and public spaces.
- Ensure people with disability are consulted and given the opportunity to provide comment on their need for current and future services.
- Ensure a high level of universal access is integral to all projects from the early planning and design stage and throughout implementation stage.
- Develop and show leadership regarding universal access to other agencies and organisations involved in city projects.
- Continue to implement processes to ensure safety and accessibility are maintained whilst works are in progress.

- Ensure both on street and off street accessible parking for people with disability is adequately provided and meets legislative requirements.
- Ensure public artwork placement takes disability access and inclusion into consideration.
- Ensure any temporary buildings and facilities are accessible and inclusive and comply with relevant standards.

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

- Ensure that all City of Perth public information is accessible to everyone and is available in alternative formats on request.
- Develop and implement a Corporate Style Guide for public information that incorporates universal access requirements.
- Provide Auslan interpreters on request and for significant public events.
- Ensure all directional and wayfinding signage complies with DAIP accessible information requirements and Australian Standards on Access.
- Ensure that all City of Perth websites meet contemporary requirements for accessible information.

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

- Improve the awareness and skills of all City staff to ensure customer service is inclusive of people with disability.
- Improve the awareness of new employees about access and inclusion issues.
- Improve the awareness of existing employees about access and inclusion issues.

OUTCOME 5

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

Strategy

- Review complaints procedure to ensure it is accessible and inclusive.
- Promote the City's accessible complaints processes.

OUTCOME 6

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

Strategy

- Ensure access for people with disability to the consultative processes of the City of Perth.

OUTCOME 7

People with disabilities have the same opportunities as other people to be employed by the City of Perth.

Strategy

- Ensure employment opportunities and retention practices provide for people with disabilities.

Appendix 1. Services provided by the City of Perth

Service	Unit
City Development	
Major project liaison and co-ordination	Planning & Development
3-D digital city modelling	City Design
Arboricultural advice	
Community consultation (city projects)	
Drafting service	
Engineering design	
Project management (city projects)	
Strategic planning (city projects)	
Transport planning	
Urban design and advice	
Economic development	Economic Development
Environmental management	Sustainable City Development
Heritage conservation	
Social and community planning	
Strategic town planning	
Community safety planning	Compliance Services
Construction and Maintenance	
Road resurfacing	Contract Management
Amenity horticultural management	Parks & Landscape Services
Irrigation management	
Park furniture asset management	
Park rubbish / refuse disposal	
Street and park trees management	
Turf management	
Water feature maintenance and cleaning	

Service	Unit
Artwork maintenance	Works & Services
Banners installation	
Fabrication and maintenance services	
Footpaths maintenance	
Graffiti management	
Property maintenance	
Roads and kerbs maintenance	
Sign writing	
Signage and line marking	
Stormwater drainage systems maintenance	
Street and park furniture	
Street cleaning	
Vehicle and plant maintenance	
Malls maintenance	Property Management
Customer Services	
Street lighting and reserve maintenance	Contract Management
Christmas decorations maintenance and installation	
Recycling	Works & Services
Waste management	
Parking facilities	Off Street Parking
Electoral and enrolment services	Corporate Support
Freedom of information	
Reserve hire (events, parades and festivals)	Approval Services
Children's services	Community Services
Community development	
Community facilities	
Public amenities	
Senior services	
Youth development	

Service	Unit
Safe food programme	Compliance Services
Disease prevention program	
Public buildings management (compliance)	
Public events management (compliance)	
Noise control management	
Safe water programme	
Health promotion programme	
Customer Service Centre	Customer Service Centre
Library facilities – history centre; services for seniors and youth; and information technology services	Library Services
Property management	Property Management
City Vitality	
International relations	CEO
Cultural development	Community Services
Financial support (donations)	
Event and corporate sponsorship	Marketing
Event production, management and promotion	
Retail marketing	
Tourist, visitor services and i-City volunteer program	
Approvals and Compliance	
Assessment, advice, reporting and approval of: <ul style="list-style-type: none">• Development applications• Building applications• Residential parking permits• Sundry licences – (crane permits etc)• Planning and building compliance and enforcement• Road closures• Liquor licences	Approval Services

Service	Unit
Infringement processing	Compliance Services
On street parking management	
Parking bay reservations	
Parking information	
Private property parking management advice	
Ranger security services	
Special events parking management	
Surveillance	
Internal Management	
Corporate management	CEO
Organisational development	
Corporate governance	Corporate Support
Income generation (parking)	Off Street Parking
Financial services: <ul style="list-style-type: none">Budget and financial controlRate raising and collectionCash and funds managementRecoverable works	Financial Services
Corporate communications	Marketing
Media relations	
Internal Services	
Civic receptions	CEO
Lord Mayor and CEO support	
Risk management	Business Units
Asset management	Contract Management
Tender and contract management	
Fleet and plant management	
Contract management (parking)	Off Street Parking
Customer service (parking)	
Event parking	

Service	Unit
Facilities management	
Financial management (parking)	
Green technology (parking)	
Marketing (parking)	
Project management (parking)	
Reconciliations (parking)	
Security and access (parking)	
Technical services (parking)	
Council and committee support	Corporate Support
Elected member support	
Printing	
Records management	
Statutory compliance, local law, policy and procedure advice	
Diversity and equal employment opportunity	Human Resources
Employee relations and workplace reform	
Human resources management information	
Occupational safety, health, wellbeing and risk management	
People and organisational learning and development; and employee performance management	
Recruitment, selection and induction	
Remuneration and benefits	
Workforce planning	
Insurance	Financial Services
Information services and technology	Information Services
Graphic design (city projects)	City Design
Research	Economic Development
Council of Capital City Lord Mayors project support	Sustainable City Development
Emergency management	Compliance Services

Appendix 2. Legislation and Standards relating to access for people with disabilities

Disability Discrimination Act 1992 (DDA)

The DDA makes it unlawful to discriminate against people with disabilities and their associates, such as a family member/carer, friend or support worker. The Act's provisions are broad and include access to premises used by the public, provision of goods and services, employment, education, transport and most other life activities. Premises includes all areas within a building, car parks, pathways, and other outdoor spaces and facilities. A complaint can be made under the DDA if appropriate access is not provided. For further information go to the Australian Human Rights Commission website:

www.humanrights.gov.au/disability_rights/dda_guide/dda_guide.htm

The WA Disability Services Act (1993)

This Act requires all WA public authorities, including state government departments and local government authorities, to develop, implement, review and report annually on a Disability Access and Inclusion Plan (DAIP). There are six mandatory outcome areas, which must be addressed to ensure equitable access by people with disabilities:

- Services and Events
- Buildings and Facilities
- Information
- Staff knowledge and skills
- Complaints mechanisms
- Consultations

The Act states that all employees, officers, agents and contractors of an organisation are responsible for implementation of its DAIP.

A full copy of the Act can be found at www.austlii.edu.au/au/legis/wa/consol_act/dsa1993213/

The WA Equal Opportunity Act (1984)

The objectives of this Act are:

- To eliminate discrimination on the grounds of sex, marital status or pregnancy, family responsibility or family status, race, religious or political conviction, impairment, age or gender history in the areas of work, accommodation, education, the provision of goods, facilities and services, access to places and vehicles, land and the membership of clubs.
- To eliminate sexual and racial harassment in the workplace, educational institutions and accommodation.

- To promote community recognition and acceptance of the equality of men and women, and the equality of people of all races, regardless of their religious or political convictions, their impairments or their age.

The Commissioner for Equal Opportunity investigates and tries to conciliate complaints lodged by people who believe they have been discriminated against.

A full copy of the Act can be found at www.austlii.edu.au/au/legis/wa/consol_act/EOA1984250/

Building Code of Australia (BCA)

The Building Code of Australia applies to new buildings and buildings undergoing significant refurbishment or alteration. The Access to Premises – Buildings Standard 2010 has now been incorporated into the BCA and is applicable from 1 May 2011. The aim of the Standards is to provide detailed information on the required access provisions when designing and constructing new buildings and upgrading existing buildings, providing certainty for the building industry and regulatory bodies.

The Premises Standards applies to all new buildings of the specified classes. Where new building work is undertaken on an existing building, such as an extension or renovation, the new or modified part of the building will be required to comply with the Premises Standards.

In existing public transport buildings, requirements for access are imposed by the timetable for compliance set out in subsection 3.1(3) of the Premises Standards. This timetable preserves the access upgrade schedule set out in the Disability Standards for Accessible Public Transport 2002 (Transport Standards).

Except in public transport buildings, the Premises Standards do not apply to any part of an existing building until work requiring building approval is undertaken; however these buildings and parts of buildings remain susceptible to a case under the DDA if equitable, dignified access is not provided.

Buildings to which Standards apply:

(1) Subject to subsection (2), these Standards apply to the following:

(a) a new building, to the extent that the building is:

- (i) a specified Class 1b building; or
- (ii) a Class 2 building that has accommodation available for short term rent; or
- (iii) a Class 3, 5, 6, 7, 8, 9 or 10 building;

(b) a new part, and any affected part, of a building, to the extent that the part of the building is:

- (i) a specified Class 1b building; or
- (ii) a Class 2 building that:

- (A) has been approved on or after 1 May 2011 for construction; and
- (B) has accommodation available for short term rent; or
- (iii) a Class 3, 5, 6, 7, 8, 9 or 10 building;
- (C) an existing public transport building that is still in use on the target date mentioned in an item in the table in section 3.1.

For further information go to **www.comlaw.gov.au/Details/F2010L00668**

Australian Standard (AS1428) - Design for Access and Mobility

The objective of this Standard is to provide building designers and users (architects, property owners, regulators, and the like) with the minimum design requirements for new building work, to enable access for people with disabilities.

AS 1428.1-2001 and 2009

Design for access and mobility - General requirements for access - New building work.

AS1428.1: 2001 is referenced in the BCA, while AS1428.1: 2009 is referenced in the Disability Access Code of the Access to Premises – Buildings Standards 2010, now incorporated into the BCA as of May 2011. AS1428.1 provides a minimum level of access.

AS 1428.2-1992

Design for access and mobility - Enhanced and additional requirements - Buildings and facilities. AS1428.2: 1992 includes many items not covered under Part 1, such as fixtures and fittings. It provides a higher level of access than Part 1 and organizations are encouraged to use Part 2 to provide enhanced access wherever possible.

AS 1428.3-1992

Design for access and mobility - Requirements for children and adolescents with physical disabilities. Part 3 should be used when designing facilities for children and adolescents.

AS/NZS 1428.4-2009

Design for access and mobility - Part 4.1: Means to assist the orientation of people with vision impairment - Tactile ground surface indicators. Part 4 provides the requirements for placement of tactile ground surface indicators in buildings and related areas.

AS 1428.5-2010

Communication for people who are deaf or hearing impaired. Part 5 addresses considerations to be addressed to provide access for people who are deaf or hearing impaired.

Other relevant Standards include:

Adaptable Housing

AS 4299-1995

Adaptable housing

Car parking

AS/NZS 2890.6-2009

Parking facilities Part 6: Off-street parking for people with disabilities

AS 2890.5-1993

Parking facilities - On-street parking

Lifts

AS 1735.1-2003/Amdt 1-2006

Lifts, escalators and moving walks - General requirements

AS 1735.2-1997

Lifts, escalators and moving walks - Passenger and goods lifts – Electric

AS 1735.12-1994

Lifts, escalators and moving walks - Facilities for persons with disabilities

AS 1735.14-1998

Lifts, escalators and moving walks - Low-rise platforms for passengers

AS 1735.16-1993

Lifts, escalators and moving walks - Lifts for persons with limited mobility - Restricted use - Automatically controlled

AS 1735.17-1995

Lifts, escalators and moving walks - Lifts for people with limited mobility - Restricted use - Water-drive

AS/NZS 1735.18-2002

Lifts, escalators and moving walks - Passenger lifts for private residence - Automatically controlled

Hoists

AS ISO 10535-2002

Hoists for the transfer of disabled persons - Requirements and test methods

Public Transport

Disability Standards for Accessible Public Transport 2002

As amended, made under subsection 31 (1) of the Disability Discrimination Act 1992.

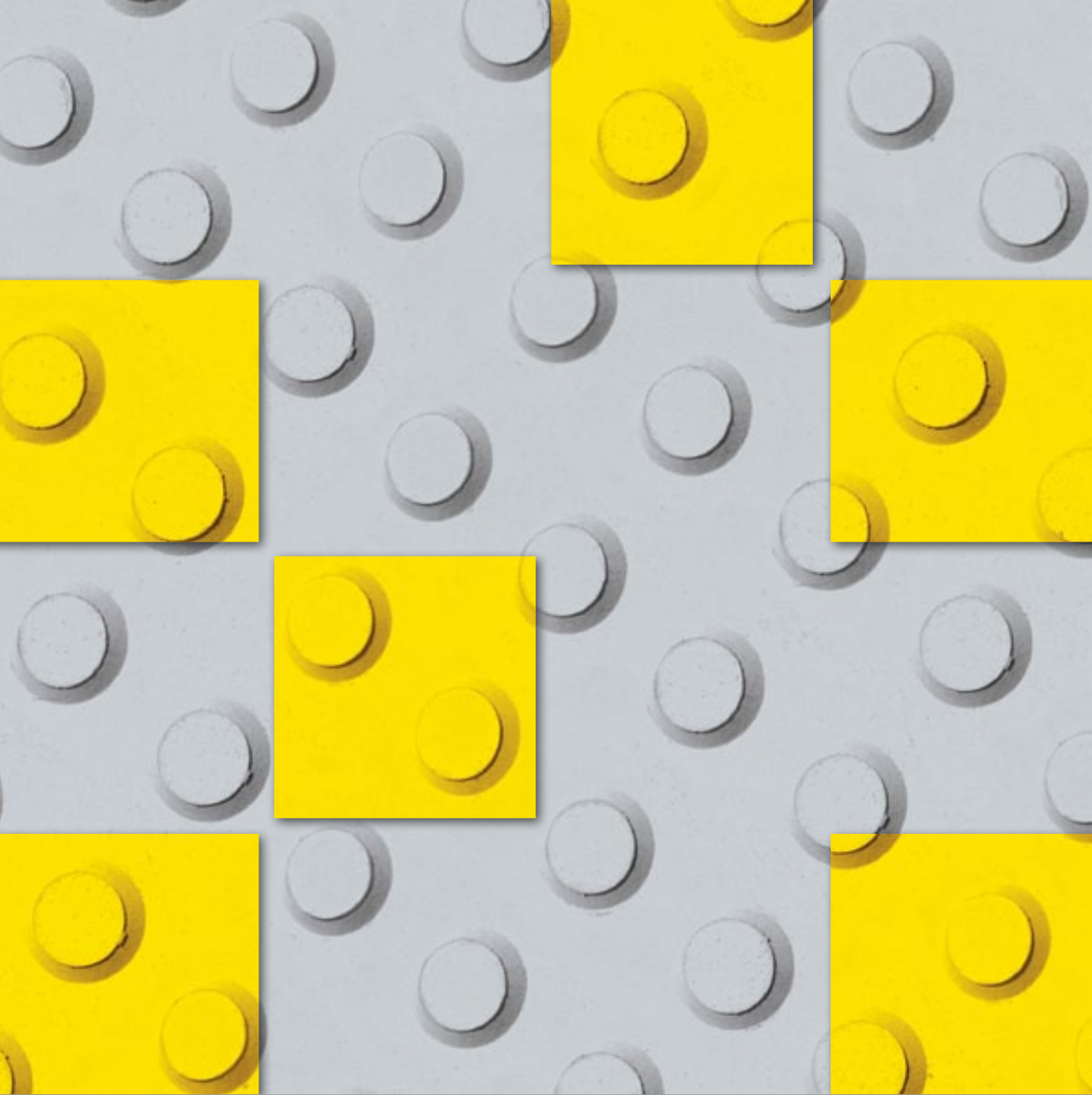
Marine Structures & Marinas

AS 4997-2005

Guidelines for the design of maritime structures

AS 3962-2001

Guidelines for the design of marinas



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