



City of Perth

Disability Access and Inclusion Plan (DAIP)

Implementation Plan: 2016 – 2020

Strategy	Action	Responsible Unit / s	Expected Work Year 1 / 2 / 3 / 4
Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by the City of Perth.			
<p>1.1.0. Ensure policies and procedures relating to access and inclusion are integrated within the practices of the organisation.</p>	1.1.1. Review and update the Accessible Public Information Policy and procedure to ensure it aligns with the COP Style Guide.	CMS	1
	<p>1.1.2. Make amendments to the COP Style Guide, which are consistent with the Accessible Public Information Policy, including:</p> <ul style="list-style-type: none"> • Investigating an accessible second font group for body text of publications (not Solitas Slab), • A statement to ensure all publications include the text: ‘This publication is available in alternate formats and languages upon request’, and • A statement to ensure COP encourages the use of matte, non-reflective paper. 	MKT	1
	1.1.3. Develop guidelines about appropriate language for access and inclusion, and ensure these are made available to all staff.	CMS	1
	1.1.4. Develop and implement a reporting system for monthly collection of data relevant to implementation of the DAIP.	CMS	1 / 2 / 3 / 4
	1.1.5. Ensure the development of any new, and the review of any existing, sustainability policies and plans address relevant access and inclusion policies and procedures.	SU	1 / 2 / 3 / 4
	1.1.6. Update the COP Alfresco Policy to ensure universal access is considered before granting Alfresco Permits; include statement about requiring new owners of existing businesses to re-apply for permits (rather than being automatically transferred).	HAA	2
	1.1.7. Work with GOV to review the COP Alfresco Dining Local Law 2000.	HAA / GOV	3
<p>1.2.0. Ensure City staff, agents and contractors are aware of the relevant requirements for providing access and inclusion to services and events and have access to relevant resources to support this.</p>	1.2.1. Create a register of Alfresco area permits which have been granted as exempt from meeting the Alfresco Policy.	HAA	1
	1.2.2. Update grants / sponsorship agreements to ensure all successful applicants are prompted to provide a DAIP before they facilitate a COP funded project; ensure applicants receive links to templates / tools they can use to develop a DAIP (linked to 1.2.7.).	BSS, CMS, ACH, SU, MKT, CMS, EDU	1
	1.2.3. Develop a checklist for COP organised events to ensure the organisers meet the relevant requirements, and ensure this is distributed to stakeholders as appropriate (linked to 1.2.8).	MKT	1
	1.2.4. Ensure the DAIP resources, including legislation, internal policies, procedures and guidelines, are provided to all relevant staff and are updated on the Intranet.	CMS	1 / 2 / 3 / 4

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	1.2.5. Work with MKT to ensure the planned allocation of ACROD parking bays at all COP events are universally accessible, and the number is sufficient to the event.	HAA / MKT	1 / 2 / 3 / 4
	1.2.6. Ensure 'hoods' are placed over parking meters to allow for ACROD parking at events.	PSU	1 / 2 / 3 / 4
	1.2.7. As per 1.2.2., implement a process to ensure the DAIPs are reviewed to determine they are adequate prior to facilitation of project; CMS to initially support units with this process to ensure they have the skills / knowledge necessary to conduct their own DAIP reviews.	BSS, CMS, ACH, SU, MKT, CMS	1 / 2 / 3 / 4
	1.2.8. As per 1.2.3., implement a process to review event checklists to ensure the planned measures for accessibility of events are adequate prior to facilitation.	MKT	1 / 2 / 3 / 4
	1.2.9. Work with FIN to create and implement an improved, user-friendly DAIP Agent and Contractor Progress Reporting System.	CMS / FIN	2
1.3.0. Ensure people with disability are consulted about access and inclusion issues, and given the opportunity to provide comment on their need for current and future services.	1.3.1. Reconvene the AWG (linked to 1.3.2 through to 1.3.8).	CMS	1
	1.3.2. Develop and implement a procedure for all interested external and internal parties to follow when requesting the opportunity to present to the AWG.	CMS	1
	1.3.3. Update the information package distributed to all businesses / event organisers / other groups who receive sponsorship; include information promoting the AWG, so all recipients are aware of the opportunity to consult on their project's accessibility.	BSS, ACH, CMS, MKT, SU, CMS	1
	1.3.4. Update the information distributed to all developers who receive approval to undertake development in COP; include information promoting the AWG, so all recipients are aware of the opportunity to consult on their project's accessibility through the AWG.	DAU	1
	3.1.5. Consult the AWG to investigate alternative locations for the Electronic Magnifier (CCTV).	LIB	1
	1.3.6. Hold a minimum of four AWG meetings per annum, and complete associated administrative tasks.	CMS	1 / 2 / 3 / 4
	1.3.7. Widely promote the availability of the AWG to all internal and external stakeholders.	CMS	1 / 2 / 3 / 4
	1.3.8. Utilise the Access Working Group (AWG) to consult at early planning and design stage, and throughout implementation, as arise.	All units	1 / 2 / 3 / 4

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<i>1.4.0. Maintain awareness of any changes to legislation and related Standards, Regulations and Codes, as well as best practice in universal access, and amend the DAIP accordingly.</i>	1.4.1. Build a relationship with the Disability Services Commission (DSC), to be made aware of any changes to access and inclusion related legislation.	CMS	1 / 2 / 3 / 4
	1.4.2. Meet with DSC on a monthly basis to share any relevant information regarding access / inclusion in the COP / wider Perth.	CMS	1 / 2 / 3 / 4
	1.4.3. Maintain participation in the WA Access and Inclusion Network (WAAIN) to ensure best practice, maintain awareness, and share resources and information amongst other LGAs.	CMS	1 / 2 / 3 / 4
	1.4.4. Share any changes to legislation and related standards, regulations and codes, and best practice in universal access, with DAIP working group and other stakeholders as arise.	CMS	1 / 2 / 3 / 4
Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of the City of Perth.			
<i>2.1.0. Ensure universal access is integral to all projects from the early planning and design stage and throughout implementation.</i>	2.1.1. Ensure Waste Guidelines for new developments allow bin room access for people with disability.	WAC	1
	2.1.2. Ensure update of CPS 2 City Development Design Guidelines Policy incorporates best practice requirements for Universal Access (linked to 2.2.3).	DAU / CPU	2
<i>2.2.0. Show leadership and advocate for universal access in city developments.</i>	2.2.1. When reviewing Development Applications for DAU, ensure proposed access to new and refurbished buildings and external spaces comply with the BCA / Australian Standards (AS / NZS 1428).	CDU	1 / 2 / 3 / 4
	2.2.2. Ensure universal access is considered when providing advice for development applications for public art commissions, for both internal projects and private developers.	ACH	1 / 2 / 3 / 4
	2.2.3. As per 2.1.1, develop and implement the procedures, processes, guidelines and checklists to reflect consistency with access requirements of the Planning Policy (CPS2 City Development Design Guidelines).	DAU	2 / 3 / 4
<i>2.3.0. Continue to enhance the accessibility of City of Perth buildings, facilities, signage, parking, play spaces</i>	2.3.1. Develop a Building Code Universal Access Checklist for use by building surveyors in the assessment of building permits and building certificates.	DAU	1
	2.3.2. Within the condition inspection for footpaths, include scope for an	SPM	1

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<i>and public spaces</i>	assessment of pram ramps for compliance with relevant standards defined by the AWG (linked to 2.3.5.).		
	2.3.3. Determine the number of Adult Change facilities available within COP, and the frequency of their use (linked to 2.3.7.).	CMS	1
	2.3.4. As per 2.3.3., coordinate the capital works for footpaths to address replacement / upgrade of pram ramps to meet the required standards.	SPM	1
	2.3.5. Install universally accessible signage at Citiplace Community Centre.	CMS	1
	2.3.6. As per 2.3.4., work with CPU to review the Public Toilet Strategy, and investigate opportunities to increase the number of Adult Change Facilities.	CMS / CPU	1
	2.3.7 Develop a Toilet Facilities Calculation Guideline to identify and allocate numbers to unisex and accessible toilet facilities.	DAU	1
	2.3.8. Design access to all new and upgraded public spaces in accordance with Australian Standards (AS / NZS 1428 Design for Access and Mobility); design egress to new and refurbished buildings in accordance with the BCA.	CDU	1 / 2 / 3 / 4
	2.3.9. Continue capital improvements to pedestrian ramps and crossings (as per the 2014 audit results), and consult AWG as appropriate.	SPM	1 / 2 / 3 / 4
	2.3.10. Ensure all internal areas of the Library remain universally accessible at all times, including during events.	LIB	1 / 2 / 3 / 4
	2.3.11. Develop and maintain the sensory garden located in Stirling Gardens.	PKS	1 / 2 / 3 / 4
	2.3.12. Design all new and upgraded taxi ranks in accordance with the COP Taxi Rank Design Guide.	CDU	1 / 2 / 3 / 4
	2.3.13 Establish the local need and design requirements, and work with SPM to address the accessibility and safety issues of verges and footpaths, including tactile contrasts.	CDU / SPM	1 / 2 / 3 / 4
	2.3.14. Undertake an audit of all businesses with existing Alfresco Permits to determine which of these comply with the Policy and Local Law (linked to 1.1.6. and 1.1.7.).	HAA	2
	2.3.15. Engage a consultant to conduct an accessibility audit of all COP parks including: playground equipment, furniture, lighting, pathways, signage, and toilet / change facilities (linked to 2.3.20 and 2.3.23.).	PKS	2
	2.3.16. Work with PPM to engage a consultant to conduct an accessibility audit of the Citiplace Community Centre, Rest Centre, Town Hall, Childcare Centre	CMS / PPM	2 / 3

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	and Northbridge Piazza (linked with 2.3.21).		
	2.3.17. Review the COP Design and Construction Notes to ensure compliance with the current AS / NZS and BCA regulations.	CDU	2 / 4
	2.3.18. Install a wireless hearing system at the Council House concierge desk and Council Chambers.	PPM	3
	2.3.19. As per 2.3.20, develop a schedule of works to ensure the accessibility of COP parks is increased.	PKS	3
	2.3.20. As per 2.3.17., work with CMS to complete a schedule of works to ensure Citiplace Community Centre, Rest Centre, Town Hall, Childcare Centre and Northbridge Piazza are universally accessible.	PPM / CMS	3 / 4
	2.3.21. As per 1.1.5. and 1.1.6., if alfresco areas are found to be non-compliant for accessibility (as per the revised Local Law), engage the support of BSS to investigate options for increasing accessibility of their alfresco area and possibly link to EDU's Business Improvement Grants.	HAA / BSS	3 / 4
	2.3.22. Investigate options to install accessible play features at COP parks.	PKS	4
2.4.0. Continue to implement processes to ensure safety and accessibility are maintained whilst works are in progress.	2.4.1. Implement a clause in the Terms and Conditions of Activity Approvals to ensure all contractors are aware they must adhere to the 'Construction Barriers in Public Areas' guidelines when undertaking construction works.	HAA	1
	2.4.2. Ensure a copy of the 'Construction Barriers in Public Areas' Guidelines are included in the information distributed to all construction / obstruction permit applicants.	HAA	1
	2.4.3. Investigate opportunity to work with IT to develop and implement a web-based app which shows all obstructions, road closures, and works being undertaken in COP.	HAA / DAI	1 / 2
	2.1.4. Ensure universal access information is included in communications to Business's being affected by construction / works.	BSS	1 / 2 / 3 / 4
2.5.0. Continue to improve both on street and off street accessible parking for people with disability	2.5.1 On behalf of PSU, as part of the condition inspection for parking Signs, posts and line marking, include assessment of the condition and size of all ACROD bays in COP (linked to 2.5.8.).	SPM / PSU	1
	2.5.2. Work with CPP to investigate options to install an egress point at Carpark 7 (Concert Hall).	PPM / CPP	1 / 2

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	2.5.3. Continue collecting data to inform advocacy regarding the quantity and location of accessible parking bays within the COP.	CPP / PSU / TU	1 / 2 / 3 / 4
	2.5.4. Collaboratively investigate options to increase the number of accessible bays available within COP, and involve TU as appropriate (linked to 2.5.1).	CPP / PSU / CDU / TU	1 / 2 / 3 / 4
	2.5.5. Investigate options to implement a process for supporting local facilities to improve their pick up / drop off access points and possibly link to EDU's Business Improvement Grants.	CMS	2
	2.5.6. Assess the level of use of ACROD parking bays at all CPP car parks.	CPP	1 / 2
	2.5.7. As per 2.5.2., liaise with PPM while investigating possible improvement works to Carpark 7 to achieve universal access, and prepare information ahead of budget planning.	CPP / PPM	2 / 3
	2.5.8. As per 2.5.1., assess the inspection results and investigate actions required and which ACROD bays need modifications to meet the required standard; involve TU as appropriate.	PSU / TU	2 / 3
<i>2.6.0. Promote the availability of accessible venues and facilities in the City.</i>	2.6.1. Create a new Universal Access page on the COP website which provides all information relevant to access and inclusion within COP, including: parking, amenities, public transport, accessible facilities / venues, current access initiatives taking place, DAIP downloadable document, equipment hire, and opportunities to engage in consultation.	CMS	1
	2.6.2. As per 1.1.3., update the Visit Perth City website to ensure all accessible businesses are promoted with appropriate language.	MKT	1
	2.6.3. Ensure accessibility information is included on the Library's promotional material and website.	LIB	1 / 2 / 3 / 4
	2.6.4. Create and implement a communications plan to schedule regular social media posts about accessibility in the COP.	MKT	1 / 2 / 3 / 4
	2.6.4. Update and distribute the Access Maps publication (linked to 2.6.6.), and work with MKT to promote.	CMS / MKT	2
	2.6.5. Create a link from the Business page of the COP website to a list of accessible businesses in Perth on the Visit Perth City page.	BSS	2

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	2.6.6. As per 2.6.4., with support from IT, create an interactive accessibility map on the web-based app, including all relevant information on accessible facilities within COP (linked to 2.6.7.).	CMS / DAI	2 / 3
	2.6.7. As per 2.6.6, create and implement a communications plan to promote the web based app.	MKT	2/3
Outcome 3: People with disability receive information from the City of Perth in a format that will enable them to access the information as readily as other people are able to access it.			
<i>3.1.0 Ensure customer service and other key staff are aware of how to provide information in accessible formats.</i>	3.1.1. Review COP's use of suppliers for translating and interpreting information into accessible formats (linked to 3.1.10.).	CMS	1
	3.1.2 Adjust the font size on the Online Public Access Catalogue (OPAC).	LIB	1
	3.1.3. Complete an accessibility audit of the COP website (linked to 3.1.11.).	MKT	1
	3.1.4. As per 1.1.1., 1.1.2., and 1.1.3., develop a 'checklist' to be inserted into the COP Style Guide on how to create an accessible publication; distribute to all staff and make available on the intranet.	MKT	1
	3.1.5. As per 1.1.1., 1.1.2., and 1.1.3., develop a 'Writing Style Guide' which includes information on accessible written communication; distribute to all staff and make available on the intranet.	MKT	1
	3.1.6. As per 1.1.1., amend the COP letter template to ensure the COP address details are displayed in an accessible size.	MKT	1
	3.1.7. Where possible, continue providing access to high quality digital reproductions of cultural heritage collection items, and provide options for the interpretation of cultural heritage collections using varying formats (e.g. text, audio (oral history and interviews), tactile experiences).	ACH	1 / 2 / 3 / 4
	3.1.8. Where possible, engage the services of DADAA Access All Arts program are considered and engaged where appropriate for public events and programs.	ACH	1 / 2 / 3 / 4
	3.1.9. Investigate options to incorporate braille into future artwork and heritage plaques, including plaques of key public artworks received by COP from external developers like MRA.	ACH	1 / 2 / 3 / 4
	3.1.10. As per 3.1.1., investigate the need for a tender process in order to determine the COP's preferred suppliers for translating and interpreting information into accessible formats.	CMS	2

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	3.1.11. Develop a schedule of compliance updates to the COP, including content formatting and ALT tags.	MKT	2
	3.1.12. As part of the standard build approach, craft the new website towards achieving compliance with accessibility level 3 of the W3C (World Wide Web Consortium).	MKT	2 / 3
4.1.0 Ensure staff understand how to provide quality customer service to people with disability.	4.1.1. Investigate options for a Disability Access and Inclusion Training Program, and nominate a preferred supplier (linked to 4.1.2. and 4.1.3.).	CMS	1
	4.1.2. As per 4.1.1., work with HR to coordinate the supplier's development and implementation of an Online Induction Program for all new and existing staff on City Learn.	CMS / HR	1
	4.1.3. As per 4.1.1., work with HR to coordinate the supplier's development and implementation of a series of workshops, each aligning with the seven outcomes of the DAIP; employees whose work aligns strongly with particular outcomes can choose to attend one, or many of the workshops.	CMS / HR	1
	4.1.4. Formalise the existing bin gopher service, including developing a means test with fair and equitable criteria for residents with disability in single unit dwellings who are unable to put their bin out for collection (linked to 4.1.5 and 4.1.6).	CMS / MKT	1
	4.1.5. As per 4.1.4., work with MKT to promote the bin gopher service.	WAC	1 / 2 / 3 / 4
	4.1.6. As per 4.1.4., continue providing the bin gopher service (for a three bin system).	WAC	1 / 2 / 3 / 4
	4.1.7. Update the Customer Service Charter to ensure inclusive customer service is addressed	CSC	1 / 2
	4.1.8. As part of the Office Accommodation Strategy, work with PPM to undertake modifications to Customer Service and Concierge Desks to achieve universal access.	CMS / PPM	2
	4.1.9. Provide training to ensure all staff are aware of their obligations and aware access and inclusion is integral to the COP Customer Service Charter.	CSC	2 / 3 / 4
	4.1.10. Continue to coordinate the Online Induction Program for all new staff to ensure the general training needs of all units are met.	HR	2 / 3 / 4

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	4.1.11. In accordance with the LnD gap analysis and feedback from units, investigate options to coordinate relevant training to meet the additional DAIP training needs of staff.	HR / ALL UNITS	2 / 3 / 4
4.2.0 Endeavour to utilise staff with specific communication skills to support any initial approaches by customers with particular communication needs.	4.2.1. Work with CSC to develop a register of staff with Auslan skills.	HR / CSC	1
	4.2.2. Work with CSC to develop a register of staff who speak languages other than English.	HR/ CSC	1
Outcome 5: People with disability have the same opportunities as other people to make complaints to the City of Perth.			
5.1.0 Improve the processes for receiving and responding to complaints about access and inclusion.	5.1.1. All phone calls, emails and letters regarding access issues for buildings and facilities are to be logged onto 'Pathway' (linked to 5.1.2. and 5.1.3.).	All units	1 / 2 / 3 / 4
	5.1.2 As per 5.1.1., work with CMS to develop a process to compile relevant pathways enquiries / complaints into a monthly report, provided to the DAIP Coordinator.	DAI / CMS	1
	5.1.3. As per 5.1.2., monitor the enquiries / complaints report to ensure all enquiries and complaints are responded to.	CMS	1 / 2 / 3 / 4
	5.1.4. Explore methods and opportunities to monitor complaints on reported access issues to identify any areas for systemic change (linked to 5.1.5.).	CSC	1 / 2 / 3 / 4
	5.1.5. As per 5.1.4., undertake improvements to the complaints process and ensure the mechanism this is universally accessible (linked to 5.1.6).	CSC	2
	5.1.6. As per 5.1.5., provide staff training to support customers to use the complaints mechanism.	CSC	2
Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by the City of Perth.			
6.1.0 Ensure access for people with disability is considered in all of the consultative processes of the City of Perth.	6.1.1. Ensure people with disability are represented in the Customer Service community survey, and promote the survey to the AWG.	CSC	1
	6.1.2. Ensure people with disability are consulted in the Customer Service Charter Focus Groups, including possibly engaging with the AWG.	CSC	1
	6.1.3. Create a link to the Engage Perth website from the Universal Access page on the COP website.	MKT	1

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	6.1.4. Promote the Engage Perth website to the AWG to ensure the group are made aware of and have the opportunity to participate in community consultation taking place (linked to 6.1.7.).	CMS	1 / 2 / 3 / 4
	6.1.5. Collate a database of stakeholders who may wish to receive regular updates when Engage Perth consultation is occurring, so they can participate in these consultations (linked to 6.1.6. and 6.1.7.).	CMS	1 / 2 / 3 / 4
	6.1.6. As per 6.1.5., send a monthly email to the database of stakeholders and invite them to participate in Engage Perth consultations.	CMS	1 / 2 / 3 / 4
	6.1.7. As per 6.1.4 and 6.1.5., monitor any access / inclusion issues that may arise from Engage Perth consultations and ensure these are added to the AWG agenda for discussion.	CMS	1 / 2 / 3 / 4
	6.1.8. Work with CPU to provide universal access to information and opportunities for public consultation regarding public realm projects.	CDU / CPU	1 / 2 / 3 / 4
	6.1.9. As per 6.1.5., update stakeholder consultation database annually.	CMS	2 / 3 / 4
Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with the City of Perth.			
<i>7.1.0 Pursue opportunities to employ people with disability.</i>	7.1.1. Investigate immediate opportunities to employ people with disability.	HR	1 / 2
	7.1.2. Following work environment modifications achieved by other units, pursue opportunities to employ people with disability.	HR	3 / 4
<i>7.2.0 Strengthen recruitment processes to ensure the needs of people with disability are accommodated.</i>	7.1.1. Develop a template staff can provide to applicants for access information ahead of visiting COP for interviews.	HR	1
	7.1.2. Include statement 'available in alternative languages and formats on request' in all recruitment advertising collateral.	HR	1 / 2 / 3 / 4
<i>7.3.0 Ensure workplace infrastructure is adequately provided to support new and on-going employment for people with disability.</i>	7.3.1. Investigate options for increasing the accessibility of the COP's plant and equipment.	PLE	2
	7.3.2 As part of the Emergency Management project, develop a procedure for evacuating staff with mobility issues during emergency situations.	PPM	2
	7.3.3. As per 7.3.2., identify and train Wardens to ensure they are aware of their responsibilities.	PPM	2 / 3 / 4
	7.3.4. As per 4.1.8., conduct an accessibility audit and schedule of works of Council House.	PPM	3

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	7.3.5. Conduct an accessibility audit of the COP's plant and equipment, and develop a plan for upgrades to increase accessibility (linked to 7.3.5. and 7.3.6.).	PLE	3
	7.3.6. As per 7.3.4., develop an informed schedule of works to improve accessibility of Council House, which may include accessible toilets and push-button magnetic release fire doors.	PPM	4
	7.3.7. As per 7.3.5., investigate opportunities and make budget plans to conduct required upgrades / changes to plant and equipment.	PLE	4

Key:

City of Perth	COP
Community Services	CMS
Health and Activity Approvals	HAA
Arts, Culture and Heritage	ACH
Asset Management	AMU
Business Support & Sponsorship	BSS
Planning & Development Directorate	DPD
Community Amenity & Safety	CAS
Construction	CON
Coordination and Design	CDU

Commercial Parking	CPP
Customer Service	CSC
Development Approvals	DAU
Data and Information	DAI
Finance	FIN
Governance	GOV
Human Resources	HR
Information Technology	IT
Library	LIB
Marketing & Communications	MKT
Plant & Equipment	PLE

Parking Services	PSU
Parks	PKS
Properties	PPM
Street Presentation & Maintenance	SPM
Sustainability	SU
Transport	TU
Waste & Cleansing	WAC