

# Disability Access and Inclusion Plan

2012 - 2017

This Disability Access and Inclusion Plan is available in alternative formats on request.

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# Background

## The City of Kwinana

The City of Kwinana is located in Perth's outer southern suburbs, between 25 and 37 kilometres south of the Perth GPO. The City's current population is approximately 37,834 (at 2015) people with a move to City status having occurred on 17 September, 2012.

The population of Kwinana is set to double in the next ten to fifteen years with population growth being fuelled by available land for housing development, affordable housing and increased accessibility to Perth City via the Kwinana Freeway and southern railway, with stations being located at Kwinana and Wellard.

The area is made up of residential, industrial, rural and rural residential areas as well as a major retail and commercial centre in the Kwinana City Centre. The City includes one of Perth's largest employment areas in the Kwinana Industrial Area.

## Function, Facilities and Services

The City of Kwinana is responsible for a range of function, facilities and services including:

### Services to Property and Environment

- Provision and maintenance of roads, footpaths, cycle ways and dual use paths
- Maintenance of community buildings and facilities for sporting groups
- Maintenance of playing areas and playgrounds, reserves, parks and sports grounds
- Land drainage and development
- Waste management - collection, disposal and recycling
- Street cleaning and litter patrol
- Planting and caring for street trees
- Installation of signs and numbering of buildings and lots

### Services to the Community

- Recreation centre and pool, services and programs
- Provision of playing areas and playgrounds, reserves, parks and gardens, sports grounds and facilities for sporting and community groups
- Provision of community centres, halls and pavilions
- Public library
- Information services and the City's website
- Environmental Health Services
- Accommodation for Senior
- The Zone Youth Space
- Youth development and services

- Family Day Care Scheme
- Community events and cultural development
- Cultural Centre
- Volunteer Resource Centre
- Community Grants

### **Regulatory Services**

- Planning of roads, subdivisions, City Planning Scheme
- Building investigations, approvals for construction, alterations and additions
- Compliance services for swimming pools and noise pollution
- Ranger services including dog control, parking maintenance/control and bush fire control

### **General Administration**

- Public information service
- Lodging of complaints

## **People with Disability in the City of Kwinana**

The Disability Services Commission reports that in 2003 there were 4390 people with a disability living in Kwinana,<sup>1</sup> with a total of 20.6 percent of the Western Australian population having a disability.<sup>2</sup> Disability Services Commission projected that as the population of Western Australia increases and ages this will be reflected in the number of people with a disability.<sup>3</sup>

The City of Kwinana has experienced significant growth from the period 2003 to 2015; the City now has over 37,000 residents and is projected to have a population of over 73,000 by 2031. It is expected that there will be an increase in the number of people with a disability living in the City as a result of this population growth and the ageing of our current population.

### **Planning for Better Access**

The Western Australian Disability Services Act requires all Local Governments to develop and implement a Disability Access and Inclusion Plan (DAIP) to ensure that people with disability have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the Western Australian Equal Opportunity Act and the Commonwealth Disability Discrimination ACT (DDA), both of which make discrimination on the basis of a person's disability unlawful.

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<sup>1</sup> Disability Services Commission, 2003. *Profile of Disability: Perth Statistical Division City of Kwinana.*

<sup>2</sup> Disability Services Commission, 2003. *Disability in Western Australia.*

<sup>3</sup> Disability Services Commission, 2003. *Trends and projections in disability in Western Australia.*

## **Progress Since 2007**

The City of Kwinana is committed to facilitating the inclusion of people with disability through access to its facilities and services. Since the adoption of the first Disability Service Plan (DSP) in 1995 the City has delivered many improvements and achievements to address barriers within the community for people with disability. Some examples of these achievements over the 2007- 2015 period are;

### **Community Events and Celebrations**

The City offers a number of events and celebrations to the community every year; each event is planned using the Accessible Events Checklist, with events promoted as being disability accessible, with dedicated parking and toilets provided.

### **Access to buildings and facilities**

The City has undertaken a remedial works program to ensure accessibility of City of Kwinana facilities, some of these works have included;

- Parmelia House - installation of an automatic door and upgrade of the toilet to ensure compliance with disability access standards.
- Koorliny Arts Centre - addition of handrails, replacement of paving to the facility to eliminate trip hazards, installation of contrast strips on stair treads and an automatic door to the courtyard.
- Kwinana Senior Citizens Centre - upgrade of the toilet to ensure compliance with disability access standards. Alterations to the disabled toilets to widen the doorway to comply with current regulations, changing the door to the back patio to allow wheelchair/gofer access, hand rails to the steps.

### **You're Welcome Project**

The City of Kwinana is involved in the You're Welcome Project, allowing people with disability, seniors, and carers to find disability accessible community facilities and businesses in Kwinana. To date 94 facilities and locations have been assessed and placed on the [acceswa.com.au](http://acceswa.com.au) website. Those businesses that have participated in the program have received a Certificate of Participation from the City to display in their premises.

### **Access and Inclusion Working Group**

The City facilitates an Access and Inclusion Working Group to provide advice, feedback and assistance on a range of access and inclusion issues in the City. Members of the group include representatives from the City of Kwinana, State Government agencies, local agencies and groups and local community members. The group meets bi-monthly throughout the year.

## Companion Card Program

The City participates in the Companion Card Program allowing the person who assists the customer with the Companion Card to have free entry to facilities and programs or to take part in the program in question.

## Access and Inclusion Policy Statement

### ACCESS AND EQUITY

#### Policy # 7.6.1

The City of Kwinana aims to maintain and improve the quality of life of its residents by creating an accessible community in which information, services, facilities, programmes, decision-making processes and other activities are open and available to all residents, in an effort to provide equal opportunities, rights and responsibilities, and the equitable distribution of resources according to need.

Adopted: 14/2/1996 #547

Last amended: 27/09/2006 #519 **28/04/2010 #105**

Legal Authority Local Government Act Section 2.7 – The Role of Council

#### **Policy:**

The City of Kwinana acknowledges its leadership role in the community by demonstrating its commitment to social justice principles. (Definition of the concepts referred to in this policy are provided in Section 6).

#### 1. Planning and Development:

Supports the inclusion of social justice principles into its strategic plan and all other planning and development processes and activities.

Supports local area needs based planning with reflected community needs and priorities.

Recognises that while some services may be provided for all residents, they may not be equally accessible if they are uniformly designed and delivered. The Council therefore supports an approach which reflects community diversity when planning for social, physical and economic infrastructure.

Recognises the need to plan and develop services in a way which counters racist, ageist, sexist and other discriminatory role stereotyping, e.g. women as carers, the aged and disabled as passive and dependent.

Recognises that certain groups in the community have specific needs and, therefore, may allocate resources according to need to reduce inequalities amongst its residents.

Supports representation of residents, reflecting community diversity in planning and development processes.

2. Participation:

Endeavours to ensure that all residents have equal opportunity to participate in Council activities and decisions that affect their lives, including employment opportunities with Council.

Recognises the value of creating opportunities for all residents to participate in Local Government elections, as voters and candidates, and in all other political processes.

Endeavours to minimise physical, attitudinal, social, economic and institutional barriers that prevent participation by individuals and groups in community life.

3. Information and Communication:

Endeavours to provide information that is accessible to members of the community which is appropriate to the culture, language and ability of residents.

Endeavours to provide information to residents about their rights and mechanisms for addressing grievances and concerns.

Supports the development of guidelines for the use of translating and interpreting services, both internal and external, to assist staff in communicating with residents.

Encourages multi-lingual and other staff to use and develop their communicating skills, in accordance with Council guidelines, to assist Council in its activities.

Endeavours to advertise Council activities in a way that allows all residents, as potential consumers, to know of their existence.

4. Community Relations:

Supports the need to promote harmonious community relations and is committed to the elimination of all forms of racism and other discrimination within its community.

Supports cultural maintenance and development as a way of enhancing personal growth, quality of life and community diversity.

Promotes self-development of its residents by creating and enhancing opportunities for independence, choice and self-determination, aimed at maintaining and improving quality of life.

5. Training and Development:

Supports the training of Council representatives in developing skills and knowledge which will improve understanding of the requirements of special needs groups, and enhanced service delivery.

Encourages Council representatives at all levels to be aware of community diversity and the subsequent implications for policy, information, program design and service delivery.

6. Contractors:

Contractors in the City acting for, or on behalf of, or conducting work within the City will be expected to deliver the same commitment to Access and Equity as the City.

7. Definitions:

a) Access:

Equal opportunity for all residents to participate in Council activities. This includes access to information, services, programs, facilities, decision-making processes and entitlements.

b) Equity:

Fair and equal distribution of resources (according to need), opportunities and access to decision-making processes.

c) Participation:

Participation in decision-making about matters affecting people's lives.

d) Rights:

Relates to the entitlement to justice of by all individuals and includes freedom of assembly, speech, beliefs and information.

e) Community Relations:

Is concerned with how people interact and relate to each other as individuals and as a community.

f) Culture:

Ideas, beliefs, values, knowledge and experiences which influence the way in which people behave and relate.

g) Ethnicity:

Refers to a person's racial, cultural, and/or linguistic heritage. It has become practice to refer to someone from a background other than English-speaking, although everyone has an ethnic background of some sort.

h) Social Justice:

Refers to the right of all people to equality of treatment and opportunity and the removal of barriers preventing access and equity.

Four main principles underpin the concept of Social Justice. These are:

- Access
- Equity
- Participation

- Rights

*NOTE: These definitions are based on definitions provided by State and Federal Government Departments and the Western Australian Local Government Association.*

# Development of Access and Inclusion Plan

## Community and Stakeholder Engagement

An internal review of previous methods of community and stakeholder engagement and the effectiveness of these methods was undertaken. It was concluded that the previous workshop/ face to face consultation had not been successful in generating high numbers of participants and therefore a high level of feedback from the community and stakeholders was not received. Typically the workshop or forum method of communication attracted approximately ten people and often this included staff and Councillors.

Discussions were undertaken with members of the Disability Access and Inclusion Working Group and representatives from Disability Services Commission who advised that the ability to attend workshops and face to face consultation for people with disability and their carers was often limited by issues surrounding mobility, access to transport and care of children and people with a disability.

It was decided that the best means of conducting the consultation was to use a survey format; this was provided in paper form and also online and was advertised as being available in alternative formats. Use of this method returned 17 responses via online survey and 3 via paper copy, with a total of twenty surveys returned by the residents of Kwinana.

Paper copies of the survey and information about the online survey was distributed to the following local agencies, requesting both their response and distribution of the surveys to their clients;

- Kwinana Early Years
- The Smith Family
- Medina Aboriginal Cultural Centre
- Kwinana Senior Citizens
- Frank Konecny Community Centre
- Kwinana Home Support Services
- Local Area Coordinator Disability Services Commission
- Koorliny Arts Centre

Paper copies of the survey and information about the online survey was distributed to the following City of Kwinana facilities requesting distribution of the surveys to their customers;

- City of Kwinana Administration Building
- City of Kwinana Library
- Recquatic Centre
- City of Kwinana Family Day Care
- Disability Access and Inclusion Working Group

Additionally the consultation was advertised through a media release to local newspapers, the City of Kwinana website, and the City of Kwinana Facebook page.

The consultation process also involved surveying staff to ascertain their level of awareness of the DAIP, and their level of access and inclusion awareness and training. 76 staff from across the many departments of the City completed the survey.

The review also took into consideration other relevant community consultation that had occurred throughout the previous five year period, a review of other City of Kwinana Plans and Policies and complaints and feedback that had been received in regards to disability access and inclusion.

The draft Disability Access and Inclusion plan will be provided to the public for a two week period for consideration prior to being presented to Council for adoption.

## **Access Barriers Identified Through Consultation**

The community consultation revealed a number of recurring barriers, including;

- Accessible footpaths free of debris is an ongoing issue
- Additional public transport is needed in Wellard
- Access to bush trails is limited
- The City needs to better promote the services, activities and events available for people with disability.

The staff consultation revealed;

- The majority of staff consider they have a low level of understanding of Disability Access and Inclusion issues
- The majority of staff indicated they require more training in this area

### **Review 2015**

Changes to legislation have required that all DAIP's be reviewed to include Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with a public authority. In order to make these changes the City's Human Resources Department were consulted. The Consultation resulted in the addition of Outcome 7 with strategies 7.1 through to 7.4 included. The review was taken to the Access and Inclusion Working Group and advertised for comment for a 2 week period in both the local paper, on the City's website and on social media. One comment was received and as a consequence the City has updated the Policy statement to include information regarding expectations of contractors, as well as the addition of strategy 7.5 to Outcome 7.

## **Responsibility for Implementing the DAIP**

Implementation of the DAIP is the responsibility of all Directorates of the City of Kwinana. The Disability Services Act (1993) requires all public authorities to take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

## **Communicating the Plan to Staff and People with a Disability**

The City is actively seeking comment from people with a disability, residents, staff, the Disability Access and Inclusion Working Group and Councillors in regards to the draft plan. After this period the plan will be submitted for formal adoption by the Council.

The community will be informed via the local newspaper, social media and the City's website that the plan is available for comment and available in alternative formats if required.

Staff will be informed of the revised DAIP and it's location within the City's corporate record keeping system. Information about the DAIP will be provided in training sessions. Strategies will be included in the City's businesses planning software to enable staff to report their achievements.

## **Monitoring, Reviewing and Evaluating**

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 Disability Services Commission. The plan can be updated more frequently if desired.

Each Directorate within the City will be responsible for the implementation of the DAIP and the strategies contained within it, and reporting on their achievements each year.

The Manager Healthy Lifestyles will have the responsibility for the review of the DAIP and will collect data from senior staff and provide an annual report for inclusion in the City of Kwinana Annual Report and to the Disability Services Commission. The report will outline what has been achieved under each of the outcome areas during the preceding 12 month period.

An evaluation will occur as part of the five-yearly review of the DAIP. This will be conducted by collating the annual reports from each year and examining the achievements and shortfalls.

## **Reporting on the DAIP**

The Disability Services Act requires the City of Kwinana to report on the implementation of its DAIP in its annual report, outlining:

- Progress towards the desired outcomes of it's DAIP
- Progress of it's agents and contractors towards meeting the seven desired outcomes
- The strategies used to inform agents and contractors of it's DAIP

The City of Kwinana is also required to report on progress in the prescribed format to the Disability Services Commission annually.

## Strategies to Improve Access and Inclusion

The strategies to improve access and inclusion the City of Kwinana are contained in the following Implementation Plan.

The strategies are itemised as per the seven outcomes outlined by the Disability Services Commission that must be included in the DAIP, these are;

1. People with disability have the same opportunities as other people to access the services of, and participate in any events organised by the City of Kwinana
2. People with disability have the same opportunities as other people to access the buildings and other facilities of the City of Kwinana
3. People with disability receive information from the City of Kwinana in a format that will enable them to access the information as readily as other people are able to access it.
4. People with disability receive the same level and quality of service from staff of the City of Kwinana as other people receive from the staff of the City of Kwinana
5. People with disability have the same opportunities as other people to make complaints to the City of Kwinana
6. People with disability have the same opportunities as other people to participate in any public consultation conducted by the City of Kwinana.
7. People with disability have the same opportunities as other people to obtain and maintain employment with a public authority

# Implementation Plan

<b>Outcome 1: People with disability have the same opportunities as other people to access the services of, and participate in, any events organised by the City of Kwinana</b>			
<b>Strategy</b>		<b>Who</b>	<b>When</b>
1.1	Develop Links between the DAIP and other Council plans and strategies, including departmental business plans, and implement the DAIP consistently across the organisation in line with the City's Strategic Plan	All Directors and Managers	Ongoing
1.2	Continue to provide a priority bin service for eligible people with a disability	Manager Environmental Health Services	Ongoing
1.3	Design City of Kwinana events using the Disability Services Commission 'Creating Accessible Events checklist', and provide a link to the checklist on the City's webpage and Live webpage	Manager Community Development	Ongoing
1.4	Ensure all relevant City of Kwinana events, programs and services are accessible and inclusive of people with disability	All Staff	Ongoing
1.5	Continue to ensure the City's library provides products, resources and services for people with disability.	Manager Library Services	Ongoing
1.6	Ensure that tender and contracts documentation includes the City's Disability Access and Inclusion Plan	Manager Contracts & Tenders	Ongoing
1.7	Ensure that contractor requirements are met as per the legislation and that contractors report on their delivery of DAIP objectives and strategies during the course of the contract.	Manager Contracts & Tenders	Ongoing
1.8	Ensure that City of Kwinana staff are aware of the requirements of relevant legislation	All Directors and Managers	Ongoing
1.9	Ensure all programs run are accessible and inclusive	All Managers	Ongoing

**Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of the City of Kwinana**

<b>Strategy</b>		<b>Who</b>	<b>When</b>
2.1	Implement a program of upgrading and rebuilding to ensure all public toilets have a universally accessible toilet	Facilities Manager	Ongoing
2.2	Ensure that all Council owned buildings meet Access Standards	Facilities Manager	Ongoing
2.3	Ensure that ACROD parking meets both the required standards and the needs of people with disability	Manager Engineering and Facilities Services	Ongoing
2.4	Ensure all parks and recreational areas are inclusive and accessible	Manager Healthy Lifestyles	Ongoing
2.5	Ensure bushland walks and trails are inclusive and accessible	Manager Environment	Ongoing
2.6	Ensure property developers create accessible public spaces and install accessible equipment including playgrounds in new developments	Manager Planning	Ongoing
2.7	Develop guidelines to assist property developers to achieve outcome 2.6	Manager Planning	Dec 2012
2.8	Ensure that footpaths are accessible, maintained, and kept free of debris and sand	Works Manager	Ongoing
2.9	Ensure buildings, car parks and public spaces are clearly signed	Manager Building Services	Ongoing
2.1	Ensure all Building and Planning applications meet Disability Standards and legislative requirements	Manager Building Services and Manager Engineering and Facilities Services	Ongoing
2.11	Continue to update You're Welcome information and provide this information via the City's website	Manager Healthy Lifestyles	Ongoing
2.12	Develop an accessible playground at Wells Park	Manager Engineering and Facilities Services	Dec 2016
2.13	Provide a beach wheel chair and matting for use by the community at Kwinana Beach	Manager Healthy Lifestyles	Sep 2012 ongoing

**Outcome 3: People with disability receive information from the City of Kwinana in a format that will enable them to access the information as readily as other people are able to access it.**

<b>Strategy</b>		<b>Who</b>	<b>When</b>
3.1	Promote the achievement of DAIP outcomes to the community	Manager Healthy Lifestyles	Ongoing
3.2	Ensure all of the City of Kwinana information is available on request in alternative formats, promote this to the community	Manager Information and Customer Services	Ongoing
3.3	Ensure the City of Kwinana website and associated websites and social media pages meet the access and universal design principles listed on the Disability Services Commission website	Manager of Marketing and Communications	Ongoing
3.4	Develop a register of employees who have skills that may be of assistance in providing customer service to a person with a disability ( such as understanding of Auslan)	Manager Human Resources	2013
3.5	Develop an accessible information work instruction so that all staff are aware of how to access information in alternative formats if required	Manager Information and Customer Services	2013
3.6	Ensure promotion of events, activities and services for people with disability.	All Managers	2013

**Outcome 4: People with disability receive the same level and quality of service from employees of the City of Kwinana as other people receive.**

<b>Strategy</b>		<b>Who</b>	<b>When</b>
4.1	Provide Access and Inclusion documentation to new employees in their induction pack	Manager Human Resources	Sep 2012
4.2	Provide Access and Inclusion training in the formal induction process	Manger Human Resources	Sep 2012
4.3	Provide Access and Inclusion training for all existing staff who have not received training through the induction process	Manger Human Resources	Dec 2012
4.4	Provide additional training for staff who are identified as requiring more developed or specialist knowledge of Access and Inclusion issues	All Managers	Dec 2012
4.5	Provide Access and Inclusion documentation to new Councillors in their induction pack	Chief Executive Officer	Sep 2012
4.6	Provide Access and Inclusion training for all existing Councillors who have not received training through the induction process	Chief Executive Officer	Dec 2012

<b>Outcome 5: People with disability have the same opportunities as other people to make complaints to the City of Kwinana</b>			
<b>Strategy</b>		<b>Who</b>	<b>When</b>
5.1	Ensure the City's grievance and complaints policies are clear, equitable and available in accessible and alternative formats	Manager Information and Customer Services	Ongoing
5.2	Ensure customer service staff are adequately trained so they can facilitate complaints from people with a disability	Manager Information and Customer Services	Ongoing
<b>Outcome 6: People with disability have the same opportunities as other people to participate in public consultations conducted by the City of Kwinana</b>			
<b>Strategy</b>		<b>Who</b>	<b>When</b>
6.1	Continue to facilitate the Disability Access and Inclusion Working Group ensuring representation from the community and agencies	Manager Healthy Lifestyles	Ongoing
6.2	All community consultations to be accessible and inclusive for everyone	All Managers	Ongoing
6.3	Consult with disability organisations and networks as required	All Managers	Ongoing
6.4	Ensure meetings and forums held as part of community consultations comply with Accessible Events guidelines	All Managers	Ongoing
6.5	Ensure consultation documents are available in accessible formats	All Managers	Ongoing
6.6	Ensure all aspects of Council Meetings are accessible and inclusive	Manager of Governance and Civic Services	Ongoing
6.7	Refer any access issues identified through consultations, which are not the responsibility of the City, to relevant parties	All Managers	Ongoing
<b>Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with a public authority</b>			
7.1	Make sure job advertisements are in an accessible format	HR Services Coordinator	Ongoing
7.2	Include Equal Opportunity statement in the advert. For example "The City of Kwinana promotes and values diversity to create a unique work force. Applicants from diverse backgrounds, such as Aboriginal people, people living with disability or people from different cultural backgrounds are encouraged to apply. The City has the goal of zero harm for its employees, this includes providing a smoke-free environment and minimising exposure to the elements."	HR Services Coordinator	July 2015 Ongoing

7.3	Make sure an interview is held in an accessible venue.	HR Services Coordinator	Ongoing
7.4	Obtain post recruitment feedback from staff to ensure process is inclusive	HR Development Coordinator	Ongoing
7.5	Supporting staff to manage their access requirements, whether temporary or permanent	Risk Management Coordinator	Ongoing

# Appendix A

## Agent and Contractor Report

Name of contracted service: \_\_\_\_\_

Name of contact person: \_\_\_\_\_

Phone number: \_\_\_\_\_

Email: \_\_\_\_\_

### Purpose

This reporting sheet assists contractors to identify which outcome areas they are working in. It also serves as a reference for all contractors and their staff about how to provide a more accessible service.

It is noted that not all outcomes will be applicable to the services you provide on behalf of your Public Authority.

On completion please forward contractor reporting template back to the public authority that you are contracted to by requested return date.

### Actions by contractors consistent with DAIP outcome areas:

DAIP Outcome	Example of actions (Please mark if appropriate)	
1. People with disability have the same opportunities as other people to <b>access services and events.</b>	Ensured contracting and procurement staff were aware of DAIP responsibilities	<input type="checkbox"/>
	Ensured events organised and or promoted were accessible for people with disability	<input type="checkbox"/>
	Other actions implemented (please describe):	
	Not applicable	<input type="checkbox"/>

2. People with disability have the same opportunities as other people to <b>access buildings and other facilities</b>	When carrying out work on public buildings or facilities we ensure access is not obstructed	<input type="checkbox"/>
	Ensured entry and exit ways remain obstruction free	<input type="checkbox"/>
	Ensured the correct signage was displayed when work was being undertaken	<input type="checkbox"/>
	Other actions (please describe):	
	Not applicable	<input type="checkbox"/>
3. People with disability receive information in a format that will enable them to <b>access information</b> as readily as other people are able to access it	Pursue the State Government Guidelines to Information, Services and Facilities to ensure information is delivered in an accessible format.	<input type="checkbox"/>
	Ensured information was made available in alternative formats upon request.	<input type="checkbox"/>
	Reviewed our website to ensure it was accessible	<input type="checkbox"/>
	Other actions implemented (please describe):	
	Not applicable	<input type="checkbox"/>
4. People with disability receive the <b>same level and quality of service</b> from staff as other people receive.	Improved staff awareness of disability and access issues and improve skills to provide a good service to people with disability.	<input type="checkbox"/>
	Staff were provided with training to assist with customer service.	<input type="checkbox"/>
	Accessibility information is regularly reviewed and readily available to staff.	<input type="checkbox"/>
	Other actions implemented (please describe):	
	Not applicable	<input type="checkbox"/>
5. People with disability have the same opportunities	Accept complaints in a variety of formats such as by telephone, email, written or in person.	<input type="checkbox"/>
	Have grievance mechanism processes available to meet the needs of people with disability.	<input type="checkbox"/>

as other people to <b>make complaints.</b>	Ensured that complaints policy and procedure are accessible for people with disability.	<input type="checkbox"/>
	Other actions implemented (please describe):	<input type="checkbox"/>
	Not applicable	<input type="checkbox"/>
6. People with disability have the same opportunities as other people to <b>participate in any public consultation.</b>	Making sure the consultation process is held in an accessible venue	<input type="checkbox"/>
	Ensure information is available in alternative formats (if required) including AUSLAN interpreters.	<input type="checkbox"/>
	Other actions implemented (please describe):	<input type="checkbox"/>
	Not applicable	<input type="checkbox"/>
7. People with disability have the same opportunities as other people to <b>obtain and maintain employment</b> with a public authority.	Providing job related information in alternative formats upon request.	<input type="checkbox"/>
	Holding the interview in an accessible venue.	<input type="checkbox"/>
	Other actions implemented (please describe):	<input type="checkbox"/>
	Not applicable.	<input type="checkbox"/>