

# A guide to Disability Access and Inclusion Plans (DAIPs) for Local Government contractors



making a difference

## Access and inclusion for people with disabilities

### Disability affects one third of all Western Australians

It is estimated that 405,500 Western Australians have a disability (20.6 per cent of the total population). An estimated 246,800 Western Australians are carers for people with disabilities (12.6 per cent of the total population). Between 2006 and 2026 the number of people with disabilities in Western Australia is expected to increase by more than 210,000 due mainly to our ageing population.

While the degree and type of disability varies with individual circumstances, people with disabilities frequently face barriers with everyday activities such as climbing stairs, hearing or understanding what is said, reading small print, or understanding signs.

Access and inclusion is about ensuring that all public services, facilities and information are available to all community members, including those who have a disability, so that they have the opportunity and choice to participate in all aspects of community life.

### Background to Disability Access and Inclusion Plans

People with disabilities and their families and carers have the same rights as other people to access services within the community. These rights are built into State and Commonwealth legislation. It is unlawful to discriminate against a person with a disability.

The Disability Services Act (1993) was amended in 2004 and requires State Government agencies and local governments to develop and implement Disability Access and Inclusion Plans (DAIPs).

Section 29B of the Act states **“a public authority that has a disability access and inclusion plan must take all practicable measures to ensure that the plan is implemented by the public authority and its officers, employees, agents or contractors”**.

The Act requires DAIPs to be implemented by agents and contractors as well as the staff of a local government. Where agents and contractors provide services to the public on behalf of the contracting local government, these services are to be conducted consistent with the DAIP of the contracting local government.

DAIPs provide a focus on access to services provided by local governments and their relevant agents and contractors to increase independence, opportunities and inclusion for people with disabilities within the local community.

## The six outcomes of a Disability Access and Inclusion Plan

Schedule 3 of the Disability Services Regulations 2004 lists six desired outcomes of DAIPs.

1. People with disabilities have the same opportunities as other people to access **services of and events** organised by a public authority.
2. People with disabilities have the same opportunities as other people to **access buildings and other facilities** of a public authority.
3. People with disabilities receive information in a format that will enable them to **access the information** as readily as other people are able to access it.
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.
5. People with disabilities have the same opportunities as other people to **make complaints** to a public authority.
6. People with disabilities have the same opportunities as other people to **participate in any public consultation** by a public authority.

### What this means for agents and contractors

The Act requires DAIPs to be implemented by staff as well as agents and contractors. Services to the public provided by agents and contractors are to be conducted consistent with the six desired outcomes in the DAIP of the contracting local government.

Agents and contractors will be expected to report to the contracting local government annually on their progress in achieving the desired outcomes. The Contractor Report to be used by contractors is attached.

## Ways to provide access for people with disabilities

Making contracted services accessible need not be expensive or complex. Agents and contractors should undertake activities that are broadly consistent with the six desired DAIP outcomes. It does not necessarily mean that contractors will replicate every access strategy that the contracting local government is undertaking in its DAIP.

Examples of accessible services related to each outcome area provided by agents and contractors include:

1. People with disabilities have the same opportunities as other people to **access services and events**.
  - Produce clear and easy-to-read invitations and flyers for events that include contact details.
  - Ensure that events are held in an accessible venue.
  - Read the contracting local government's Disability Access and Inclusion Plan.
  
2. People with disabilities have the same opportunities as other people to **access buildings and other facilities**.
  - Provide clear access ways free of boxes, displays and other obstructions.
  - Use buildings that are accessible - if there is no lift make sure all direct service points are located on the ground floor.
  - Avoid abrupt vertical changes of level (kerbs, steps, ruts, gutters) to ensure a continuous accessible path of travel.
  - Provide adequate space into doorways and within rooms to allow for wheelchair dimensions and turning circles.
  - Place colour contrast strip on steps.
  - Provide surface finishes that are slip-resistant, evenly laid and free of hazards to minimise risk of injury.
  - Provide signage with clear lettering and good colour contrast.
  - Provide an appropriate number of ACROD accessible parking bays.
  
3. People with disabilities receive information in a format that will enable them to **access information** as readily as other people are able to access it.
  - Be prepared, if requested, to provide information in alternative formats, such as a larger sized font for brochures.
  - Provide clear and easy to read information by using a sans serif font such as Arial or Helvetica in a minimum size of 12 point.
  - Use text of a dark colour to significantly contrast with the background.
  - Display important information in bold font, avoid using upper case text only, use a minimum of italics.
  - Design websites to meet accessibility guidelines developed by W3C.
  - Provide Auslan interpreters when requested by people who are Deaf or have a hearing impairment.
  - Incorporate captioning in DVD and TV advertisements.

- Provide business cards with good colour contrast and easy-to-read font size.
4. People with disabilities receive the same level and **quality of service from staff** as other people receive.
- Make the DAIP information available to all staff.
  - Provide staff with information about the needs of people with disabilities and where to locate extra resources.
  - Provide disability awareness training for staff who deal with the public.
  - Improve staff awareness of accessible information needs and how to obtain information in other formats such as large print, Braille or audio tape.
5. People with disabilities have the same opportunities as other people to **make complaints**.
- Accept complaints in a variety of formats such as by telephone, email, written, in person or with a carer.
6. People with disabilities have the same opportunities as other people to **participate in any public consultation**.
- Provide media releases and advertisements about public consultation in both print and electronic media, including Information Radio and the website.
  - Consult people with disabilities in a range of different consultation mediums, for example focus groups, interviews, surveys.
  - Request information about access requirements from participants prior to attending consultations.
  - Hold consultations in accessible buildings.

## Further resources

Each local government has been provided with a resource guide to assist with the formulation of DAIPs. Additional copies are available from the Disability Services Commission (see below) or online at [www.dsc.wa.gov.au](http://www.dsc.wa.gov.au)

A wide range of information regarding access is also available on the Disability Services Commission's websites:

- ✓ [www.dsc.wa.gov.au](http://www.dsc.wa.gov.au); and
- ✓ [www.countusin.com.au](http://www.countusin.com.au)

## Other contact details

Direct access with an officer of the Community Access and Information Branch at the Commission.

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This document is available in alternative formats on request.

