

# Ways to provide access for people with disability

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According to the Australian Bureau of S 2016 Census, it was estimated that 2,888 people living in the City of Bayswater reported a need for assistance due to a disability. The *Disability Services Act 1993* requires all City staff, volunteers, agents and contractors that deliver a service to the public on behalf of City do so in a manner that is consistent with the City of Bayswater Access and Inclusion Plan 2020 – 2024 ([www.bayswater.wa.gov.au](http://www.bayswater.wa.gov.au))

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

1. People with disability have the same opportunities as other people to **access services and events**:
  - Provide services in a flexible manner so that people with disability get the same outcome from that service as other members of the community
  - Produce clear and easy-to-read invitations and flyers for events that include contact details, preferably in bold print
  - Hold events in an accessible venue
  - Design invitations to events which ask invitees if they have any specific access requirements (e.g. Auslan interpreters).
2. People with disability 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 isn't a lift, make sure all service points are located on the ground floor
  - Ensure a continuous accessible path of travel
  - Provide adequate space into doorways and within rooms to allow for wheelchair access
  - Place colour contrast strip on the outer edge of steps
  - Ensure ground and floor surface are slip resistant and free of hazards to minimise risk of injury
  - Provide signage with clear lettering and good colour contrast
  - Provide an appropriate number of accessible parking bays.

3. People with disability receive information in a format that will enable them to access **information** as readily as other people are able to access it:
  - Provide clear and easy-to-read information by using a san serif font such as Arial or Helvetica in a minimum size of 12 point
  - Ensure there is significant colour contrast between the text and 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 the World Wide Web Consortium (W3C)
  - Provide Auslan interpreters when requested by people who are deaf or have a hearing impairment
  - Incorporate captioning in DVDs and TV advertisements
  - Provide business cards with good colour contrast and easy-to-read font size
  - Be prepared, if requested, to provide information in alternative formats.
4. People with disability receive the **same level and quality of service from staff** as other people receive:
  - Make the Disability Access and Inclusion Plan information available to all staff
  - Provide staff with information about the needs of people with disability and where to locate extra resources and support as required
  - Provide disability awareness training for staff.
5. People with disability have the same opportunities as other people to make **complaints**:
  - Accept complaints in a variety of formats such as by telephone, email, written or in person
  - Allow others such as family members to make complaints on behalf of a person with a disability.
6. People with disability 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 disability using a range of different consultation methods, e.g. focus groups, interviews, surveys
  - Request information about access requirements from participants prior to attending consultations
  - Hold consultations in accessible buildings.
7. People with disability have the same opportunities as other people to obtain and maintain **employment** within a public authority:
  - Use inclusive recruitment practices
  - Improve methods of attracting, recruiting and retaining people with disability
  - Work with key disability employment support provider(s) to employ a person with a disability.