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REVITALISING URBAN PLACES



Disability Access and Inclusion Plan (DAIP) / 2007 - 2012

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This plan is available in alternative formats such as large print, electronic format (disc or emailed), audio or Braille, on request.



Contents

Background	3
East Perth Redevelopment Authority	3
People with Disabilities in Australia, WA and the City of Perth	3
Progress since 1995	4
Legislative developments	5
Universal Access through Universal Design	5
Strategic Direction	6
Disability Access and Inclusion Policy Statement	7
Development of the Disability and Inclusion Plan	8
Responsibility for the Authority's Disability Access and Inclusion Plan	8
Responsibility for the planning process	8
Community consultation process	8
Findings of the City of Perth Community Consultation Process	8
Responsibility for implementing the Disability Access and Inclusion Plan	9
Communicating the plan to staff and people with disabilities	9
Review and evaluation mechanisms	9
Reporting on the Disability Access and Inclusion Plan	9
Strategies to improve Access and Inclusion	10
Outcome 1	10
Outcome 2	10
Outcome 3	11
Outcome 4	11
Outcome 5	12
Outcome 6	12

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BACKGROUND

The East Perth Redevelopment Authority was established under the East Perth Redevelopment Act 1991 to plan, undertake, promote and coordinate the redevelopment of the East Perth Redevelopment Area.

East Perth Redevelopment Authority

Since 1991, the East Perth Redevelopment Authority has been responsible for the redevelopment and revitalisation of more than 220 hectares of inner city land in Perth, creating modern and vibrant places for people of all walks of life to live, work and visit.

Projects currently under its management include Claisebrook Cove, East Perth; New Northbridge; Riverside East Perth; East Perth Power Station; Northbridge Link and planning for the Perth Cultural Centre redevelopment.

EPRA's role is to create places that continue to flourish into the future based on good land use principles and attention to social, economic and environmental balance.

From this, an entirely new discipline of planning - which places priority on civic engagement, social equity, diversity and the creation of exciting public realms - has emerged. These new communities are typically 'live/work' neighbourhoods and created to become sustainable in terms of employment and commercial activity.

Sustainable communities are not just 'set-and-forget' propositions. Planning and development are only the beginning and EPRA is committed to ensuring these communities work for their citizens, now and into the future.

People with Disabilities in Australia, WA and the City of Perth

Australia

Information from the Australian Bureau of Statistics (ABS) demonstrates that one in five Australians (3,951,000 or 20%) had a disability (2003). This rate is increasing with age, reaching up to 81% for those aged 85 years and over. Prevalence of disability in Australia is increasing with a 14.6% of population in 1981, to 18.8% in 1998 to 20% in 2003 (ABS – Disability, Ageing and Carers five yearly survey – SDAC).

Western Australia

One in every 17 Western Australians aged 15 or over (91,600 people) has a disability and is also a carer of a person with disabilities. In WA 405,500 people reported having a disability with an additional 246,800 people being carers of a person with a disability (12.6% of the population).

Between 2006 and 2026 the number of people with disabilities in WA is expected to increase by more than 210,000 due mainly to our 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.



City of Perth

The latest information available shows that in 2003, there were over 1,620 people with disabilities within the City accounting for 20% of the population; this figure does not include their families, friends and carers that are also affected by access and inclusion issues.

Persons with disabilities by disability group (a) in the City of Perth, 2003 (Source: ABS 2003 SDAC)

Disability Group	Persons
Sensory	444
Intellectual	221
Physical	1,100
Psychological	236
Head injury, stroke or brain damage	90
Total persons with disabilities	1,626
Total population in the City of Perth (2003)	7,867

It is also important to consider recent population growth within the City of Perth, with over 13,000 residents in 2007 and the increasing number of visitors with a disability including their family, friends and carers accounting for over 5,000 people. The role of being the capital city has been a major driver in making central Perth a highly accessible area for everyone.

Progress since 1995

The East Perth Redevelopment Authority is committed to facilitating the inclusion of people with disabilities through the improvement of access to its information, services and facilities.

Towards this goal, the Authority adopted its first Disability Services Plan in 2005 to address the barriers for people with disabilities wanting to access the Authority’s services and facilities. The DSP addressed both its statutory requirements under the WA Disability Services Act (1993) and its obligations under the Commonwealth Disability Discrimination Act (1992). This is the first review of the EPRA Disability Services Plan since 2005.

The Authority occupies a newly refurbished office building in Perth. To the extent possible, the following considerations were given to meeting the physical access needs of people with disabilities in the course of renovating the Heritage listed facility:

- Signs, symbols and direction inside and outside of the building are clear, well placed and well-lit with contrasting colours and texture to indicate where services and amenities are to be found
- Automatic self-opening glass entrance doors are provided
- The entrance doors are clearly marked for safety and ease of identification
- The door threshold is level with the pavement
- Wheelchair circulation space is available on both side of the main entrance doors
- There is direct, unobstructed access from the entrance to the reception/counter area
- Internal entrances and access-ways are wide enough for wheelchair access



- A section of the reception/counter is lowered to make it accessible to people who use wheelchairs
- The reception area is staffed during the hours of 8.00 am to 5.00 pm Monday to Friday
- Seating is available in the reception area
- The reception area is well lit, and the lighting is even and non-glare
- A fully compliant lift is available to levels one and two
- A fully compliant disabled toilet facility is available on the ground floor
- Public parking is available in the street outside the Authority's offices
- Stair access is provided between floors with handrails and slip-resistant surface
- Audible alarms are provided in the East Perth Redevelopment Authority offices
- All staff are provided with full information on emergency evacuation procedures during their induction program
- Should disabled staff be employed, they would be provided with all equipment and facilities to enable them to fulfil the duties of their positions

In the 2005-06 Annual Report, EPRA indicated that its Disability Services Plan would be revised and finalised during the 2006-07 financial year. However, this Plan has now been superseded by the Disability Access and Inclusion Plan 2007-12.

Legislative developments

In order to make recommendations for the future direction of EPRA's new Plan, it is important to be aware of recent changes to disability legislation:

Disability Services Act 1993

A review of the WA Disability Services Act (1993) in 2002 produced ten recommendations relating to Disability Service Plans. The recommendation primarily addressed the need for greater accountability regarding the implementation and reporting of Disability Service Plans, and an increased focus on the inclusion of all people with disabilities.

An amendment to the WA Act which reflected these recommendations was passed in late 2004. The Disability Services Regulations 2004 provide details of the requirements of public authorities in relation to disability access and inclusion.

Universal Access through Universal Design

The concept of Universal Design is being embraced both locally and overseas. Universal Design addresses the scope of accessibility and suggests making all elements and spaces accessible to and usable by all people to the greatest extent possible. This is accomplished through thoughtful planning and design. A growing ageing population has significant implications for future planning and universal design of residential development.

Changes to legislation and building regulations are under way to ensure future housing is adaptable and 'visible' 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.



Strategic Direction

East Perth Redevelopment Authority's (EPRA) Vision is:

“Vital Perth”.

EPRA's Purpose is:

“To play a lead role in making Perth a great place that people want to be part of”.

EPRA's Values are to:

- Listen
...to make great things happen
- Lead
- Communicate
- Innovate

EPRA's Strategic Objectives are:

- Quality Outcomes – Deliver regeneration projects of enduring quality
- Sound Relationships – Build and maintain strong, respected relationships
- Capable Delivery – Capable people, efficient and effective resources and systems to deliver outcomes
- Respected Leadership – The Government and community will see EPRA as a leading urban place maker.

Consistent with these values, management and staff of the Authority and its consultants, agents and contractors are expected to embrace a series of principles, one of which is to “ensure access for all people with disabilities to services and facilities available to other community members”.

Specific references can also be made to the following Authority's general planning policies and guidelines:

“The specific objectives of the Scheme are to create a safe and comfortable environment for people and where appropriate to make special provision for access for the disabled.” - East Perth Redevelopment Authority Redevelopment Scheme, clause 1.10.3j
“Housing types to be provided include aged persons' dwellings....self contained hostel units and assisted care accommodation, in situations designed to provide continuing and graduated care (the design of such accommodation will have to make special provision for the disabled).” -EPRA Planning Policy 1.2



Disability Access and Inclusion Policy Statement

The East Perth Redevelopment Authority is committed to the six access and inclusion outcomes areas included in the Disability Services Act 1993 (amended 2004), as follows:

Outcome 1: People with disabilities have the same opportunities as other people to access the services of, and any events organised by, a public authority.

Outcome 2: People with disabilities have the same opportunities as other people to access the buildings and other facilities of a public authority.

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.

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.

Outcome 5: People with disabilities have the same opportunities as other people to make complaints to a public authority.

Outcome 6: People with disabilities have the same opportunities as other people to participate in public consultation by a public authority.

The EPRA Disability Access and Inclusion Plan will be implemented over the next five years and will be monitored and reported on an annual basis according to the Disability Services Act 1993 (amended 2004).



Development of the Disability and Inclusion Plan

Responsibility for the Authority's Disability Access and Inclusion Plan

The Senior Manager Business Services has been assigned responsibility for the development, review, evaluation and promotion of the Authority's Disability Access and Inclusion Plan (DAIP).

The Senior Manager Business Services will:

- Seek information and feedback from its customers about barriers experienced by people with disabilities, their families and carers through the Authority's publications;
- Feed this information into the Authority's DAIP;
- Implement the Plan and monitor its impacts on people with disabilities, their families and carers from the feedback received from its customers;
- Provide feedback to the Authority's Executive Group on a regular basis; and
- Promote the Authority's Disability Access and Inclusion Plan and activities through the Authority's publications.

Responsibility for the planning process

The Senior Management Business Services has coordination responsibility for the implementation of the Authority's DAIP. Individual program managers are responsible for delivering specified outcomes of the Plan.

Community consultation process

In developing its current policies and guidelines for the East Perth Redevelopment Authority Redevelopment Scheme and Planning Policies, the Authority conducted public consultation meetings and incorporated comments received from the public on its proposed Scheme Text and Planning Policies.

EPRA also liaised with the City of Perth which recently undertook a community consultation process and a number of initiatives implemented by that Authority have been incorporated into this Plan. The City of Perth public consultation was promoted through the City's website, radio and newspaper and directly to disability organisations. A total of 107 community representatives and 13 City of Perth staff contributed their views.

EPRA will conduct a community consultation process during 2007-08 and the DAIP will be amended to reflect the resulting findings and recommendations. The completed DAIP will be available from the EPRA website for review by interested parties. The draft DAIP also appeared on the EPRA website during July 2007.

The Authority's DAIP reflects all policies and guidelines and has been developed in consultation with staff, EPRA Board Members, officers of the Disability Services Commission and includes several initiatives developed by the City of Perth following their community consultation process.

Findings of the City of Perth Community Consultation Process

As a direct result of the community consultation process conducted by the City of Perth during 2006-07, the following outcomes have been identified as major accessibility needs for EPRA:



- Road works/streetscape works – including safety around the area and community awareness of them occurring
- Lack of promotion of community awareness of access initiatives that could make the EPRA redevelopment area more accessible for them
- Clear and safe pathways through the EPRA redevelopment area for people with vision impairment including through large open areas
- Community awareness of how to meet the needs of people with disabilities including EPRA staff, consultants, agents and contractors
- The perception that traffic flow is seen as more important than pedestrians

These have been included in the EPRA DAIP. Where it is not possible to implement these initiatives immediately, they have been incorporated into the Implementation Plan and will be progressively addressed during 2007-08.

Responsibility for implementing the Disability Access and Inclusion Plan

The responsibility for implementing the EPRA Disability Access and Inclusion Plan rests with the EPRA Board, EPRA Chief Executive Officer, senior management and contract managers for agents and contractors.

Some actions in the Implementation Plan will apply to all areas of the organisation while others will apply to a specific branch. The Implementation Plan sets out who is responsible for each action.

Communicating the plan to staff and people with disabilities

All staff will be briefed on the Plan's implications and the strategies to be implemented, ensuring it is adopted and the outcomes actively pursued. Information on the EPRA DAIP will be included in the new staff induction process which all new employees are required to complete. A copy of the DAIP will be included on the EPRA Intranet and Internet websites, the latter being accessible to all members of the public, and a notice in The West Australian to inform the public.

Review and evaluation mechanisms

The Disability Services Act 1993 requires that DAIPs be reviewed every five years. Whenever the DAIP is amended, a copy of the amended Plan must be lodged with the DSC. The Implementation Plan may be updated more frequently if desired. Therefore, it is proposed that the EPRA DAIP will be reviewed and evaluated on an annual basis to ensure that all outcomes and implementation strategies are being achieved.

Mechanisms to be implemented include: regular staff briefings, quarterly reports to Executive, review of Staff Induction Procedures and updates in the monthly staff e-newsletter Urbanite.

Reporting on the Disability Access and Inclusion Plan

The Disability Services Commission Act 1993 sets out the minimum reporting requirements for public authorities in relation to DAIPs. A report on the EPRA DAIP will be included in the Authority's Annual Report and the prescribed progress report to the DSC by 31 July 2012, outlining:

- Progress towards the desired outcomes of its DAIP
- Progress of its agents and contractors towards meeting the six desired outcomes
- The strategies used to inform its agents and contractors of its DAIP



Strategies to improve Access and Inclusion

The following overarching strategies will guide tasks, reflected in the Implementation Plan, that EPRA will undertake from 2007-2012 to improve access to its services, buildings and information.

Six desired outcomes provide a framework for improving access and inclusion for people with disabilities in the East Perth Redevelopment Authority area of responsibility. Complete details of the following strategies are included in the DAIP Implementation Plan 2007-2012 (attached).

Outcome 1 – People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the East Perth Redevelopment Authority

Strategies

EPRA will:

- Ensure that EPRA staff, consultants, agents and contractors are aware of the relevant requirements for providing access in accordance with the Australian Standards (including Enhanced Standards), the Disability Services Act (1993) and the Disability and Discrimination Act (1992).
- Seek information and feedback from customers with disabilities, their families and carers about the Authority's existing services and future events and the need for these services and events to be adapted to better meet their access needs through EPRA's publications.
- Monitor EPRA's Access and Inclusion Policy to ensure it supports equitable access to services by people with disabilities throughout the various functions of the Authority.
- Develop links between the DAIP and other EPRA plans and strategies.
- Ensure that all public events are held in an accessible venue and that events are conducted in an appropriate format.

Responsible Officers – All Business Unit Senior Managers

Outcome 2 – People with disabilities have the same opportunities as other people to access the buildings and other facilities of the East Perth Redevelopment Authority Strategies

The Authority occupies a newly refurbished office building in Perth. To the extent possible, consideration was given to meeting the physical access needs of people with disabilities in the course of renovating the Heritage-listed facility which houses EPRA's offices.

- Ensure access to EPRA buildings, facilities and public spaces provide a high standard of access for people with disabilities.

Responsible Officer – Senior Manager Business Services



The Authority, as a designer and provider of public roads, footpaths and parks, will continue to:

- Encourage EPRA staff, consultants, agents and contractors to consider access and inclusion issues during all stages of projects, including major developments, roads and streetscapes, parks and landscaping, signage and lighting.

Responsible Officer – Senior Managers, Planning and Development

The Authority, as the development control authority and regulator, will continue to:

- Encourage all new and redevelopment works to provide universal design principles promoting the concept of “access and inclusion” for everyone.
- Ensure that people with disabilities are consulted and given the opportunity to provide comment on their needs of current and future access to EPRA buildings and other facilities.

Responsible Officer – Senior Managers, Planning and Development

Outcome 3 – People with disabilities receive information from the East Perth Redevelopment Authority in a format that will enable them to access the information as readily as other people are able to access it.

Strategies

The Authority and its sales agents will:

- Improve community awareness that EPRA information can be made available in alternative formats upon request;
- Improve staff awareness of accessible information needs and how to obtain information in other formats;
- Ensure that the Authority’s website meets contemporary best practice; and
- Provide documentation regarding services, facilities and customer feedback in an appropriate format using clear and concise language.

Responsible Officer – Corporate Communications Manager Manager, Sales & Assets

Outcome 4 – People with disabilities receive the same level and quality of service from the staff of the East Perth Redevelopment Authority as other people receive from the Authority’s staff.

Strategies

The Authority will:

- Improve staff awareness of disability and access issues and improve skills to provide a good service to people with disabilities;
- Improve the awareness of new staff about disability and access issues;
- Further generate and sustain staff awareness of disability and access issues; and
- Seek expert advice from the Disability Services Commission on how to meet the access needs of people with disabilities.



Responsible Officer – Senior Manager Business Services

Outcome 5 – People with disabilities have the same opportunities as other people to make complaints to the East Perth Redevelopment Authority.

Strategies

The Authority will:

- Ensure that current grievance mechanisms are accessible for people with disabilities; and
- Ensure that the grievance mechanism process and outcome satisfaction survey forms are available in formats to meet the needs of people with disabilities.

Responsible Officers – All Business Unit Senior Managers

Outcome 6 – People with disabilities have the same opportunities as other people to participate in any public consultations by the East Perth Redevelopment Authority.

Strategies

The Authority will:

- Improve community awareness about consultation processes in place;
- Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes; and
- Seek a broad range of views on disability and access issues from the local community.

Responsible Officers – All Business Unit Senior Managers