**Appendix C – Ways to include people with disabilities (extract from DSC)**

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.

1. 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.

**Appendix C – Ways to include people with disabilities (extract from DSC) continued**

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 san 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 front, avoid using upper case text only, use a

 minimum of italics.

**•** Design websites to meet accessibility guidelines developed by W3C.

**•** Provide Ausland 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.

1. 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.

1. 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.

1. 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.

**Appendix D – Glossary of Terms**

**Alternative Formats** The Town, upon request, will make Council documentation available in a range

of formats including; Computer disks or email attachments of the information, which can then be enlarged on a computer screen; enlarged documents in 18 point or higher if required; enlarged photocopies of documents; audio cassettes of information; Braille copies of information.

**Australian Standard** Various Australian Standards set out requirements that must be referred to

when making decisions that impact on people with disabilities (e.g. *Australian*

*Standard 1428 – Design for Access and Mobility*).

**Definitions of Disability** The *Commonwealth Disability Discrimination Act 1992* provides protection for everyone in Australia against discrimination based on disability. The definition of disability in the DDA is as broad as possible and includes; physical, intellectual, psychiatric, sensory, neurological, and learning disabilities, as well as physical disfigurement, and the presence in the body of disease causing organisms.

**Discrimination** Differential treatment or practise either intentional or otherwise that can occur

through action, policy, procedure or practice.

**Impairment** Any disturbance or interference with the normal structure and functioning of the

body, including the systems of mental function (World Health Organization). This may or may not be a disability, e.g. high blood pressure is an impairment but not a disability.

**Inclusion** To include everyone. The process of making public facilities and services available to everyone in the community.

**Tactile Ground Surface Indicator (TGSI)**

A tile with raised projections to indicate either danger or a change in level, or to act as a directional guide to people with vision impairment.

**Universal Access** Means that a person with a disability is, without assistance, able to approach,

enter, pass to and from and make use of an area and its facilities.

**Universal design** Product, environment, building design and construction that aims to accommodate the functional needs of everyone; including children, adults and older adults, with or without isabilities. The word universal is often seen coupled with specific design environments or products.

**Appendix E – Resource Links**

**Service Provider Telephone Fax Email**

ACROD – National Industry Association for Disability Services 9242 5544 9242 5044 **acrodwa@acrod.org.au**

Association for the Blind 9311 8202 9361 8696 **mailbox@abwa.afn.au**

Disability Service Commission 9426 9200 9226 2306 **access@dsc.wa.gov.au**

People with Disabilities (WA) Inc 9386 6477 9386 6705 **info@pwdwa.org**

Australian Human Rights Commission 1300 369 711 **complaintsinfo@humanrights.gov.au**

Sussex St Community Law Service 9470 2676 9470 1805 **sscls@sscls.asn.au**

Independent Living Centre 9381 0600 9381 0611 **enquiries@ilc.com.au**

**For information relating to community service providers that provide social or in-home support services for people with disabilities, older persons or carers please contact Commonwealth Carelink on 1800 052 222**