

The City of Cockburn

Disability Access and Inclusion Plan

2007 – 2012



*This plan is available in alternative formats on request.
These will include: electronic format (disk, email and website),
hard copy standard and large print, and audio format.*

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Background

The City of Cockburn

The City of Cockburn is one of the major Coastal Cities found in the state of Western Australia. It is situated just 22km south of Perth and 8km south of Fremantle.

This coastal City is renowned for its historical and tourism features along with its agriculture and ship building industries.

One of the City's most unique features is a chain of five lakes running north to south through the heart of the City. Sixteen Aboriginal campsites have been identified throughout Cockburn, most of them on the fringes of two of the larger lakes, North Lake and Bibra Lake.

Cockburn's population is just over 75,000 people and is expected to grow to more than 100,000 by the year 2010.

Cockburn is very much a developing City with a good mix of residential and rural areas. It has about 27,000 residential places and over 2000 businesses. It still has the capacity for another 15,000 residential areas and the city centres and communities facilities that must come with such residential growth to meet people's needs and expectations.

The City of Cockburn recognizes the diversity and richness of the community and is committed to ensuring that council buildings, facilities, programmes and services are accessible to all members of the community. This means being responsive to the specific needs of the community including people with disabilities, seniors, parents with a pram, and people from multicultural backgrounds.

Facilities

The City of Cockburn provides a range of services to residents. The City has four primary Service Divisions that are then further subdivided into Service Units. It also has an Executive Services division that is responsible for Governance & Executive Management

Planning and Development Division

Provides strategic planning, statutory planning, building services, health services, land administration and environmental administration.

- Building Services -Processes building, demolition and sign licence applications and undertakes compliance monitoring generally. Undertakes inspections of private swimming pools.
- Health Services - Monitors public health; investigates pollution and noise complaints and manages contaminated sites.
- Land Administration - Administers leases and licences, purchases and develops land for Council works, manages public requests for pedestrian access-ways, including closures.
- Strategic Planning - Prepares and processes structure plans, processes subdivision applications and issues clearances, administers Development Contribution Plans.
- Statutory Planning Services - Processes development and subdivision applications, planning amendments and compliances.
- Environmental Management Services - Provides advice on development applications, undertakes environmental conservation and sustainability programs.

Finance and Corporate Services Division

Provides financial and corporate services, including accounting and financial management, information systems management, human resource management, records management and rates services.

- Accounting and Financial Management - Provision of a financial planning, control service and internal accounting support to Council's Service Units
- Rates Services - Provision of a rating and revenue collection service and maintenance of a central property database for the City
- Information Technology/Business Systems Services - Provision of information technology support and applications maintenance and development
- GIS Services - Provision of geographical information to internal and external customers and maintenance of an asset management database
- Records Management Services - Provision of a records management and response to public information requests.
- Human Resources - Provision of payroll and human resource management services.

Engineering and Works Division

Provides Engineering design and construction services, parks management, waste services (collection, disposal and recycling), municipal building facilities, municipal vehicle fleet.

- Road Services - Construction and maintenance of the City's roads, drainage, footpaths, crossovers, bus shelters, verges and streetlights.
- Road Design & Development Control - Provision of design services for the City's roads, drainage and footpath network, traffic investigation to improve road safety and development compliance and control.
- Facilities & Plant - Construction and maintenance of buildings and other community facilities, waste collection and recycling services and the management of the City's vehicle and machinery fleet.
- Waste Disposal Services - Manages waste disposal activities at the Henderson Resource Recovery Park, develops recycling strategies and monitors the City's involvement in the SMRC.
- Park Services - Maintains and develops 'green' spaces to enhance recreation, attractiveness and the amenity of the City.

Administration and Community Services Division

Provides human services, customer services, infrastructure planning, safety and security services, community development, library services, recreation and cultural services and organisation governance.

- Human Services - Provision of Child Care Services, Youth Services, Family Services and Aged and Disabled Services.
- Law & Public Safety - Provision of law enforcement, community safety services, emergency and ranger services
- Library Services - Provision of lending services, internet access and education programs.
- Customer Services - Provision of customer information, marketing, media and community events
- Recreation Services and Cultural Development – Provision of sport and recreation and art and cultural activities projects, programs and events.

- Community development – Provision of management and coordination of activities, projects and programs that encourage and support the inclusion of the entire community.

An explanation of contact details and the services provided by the City of Cockburn can be found in the Customer Handbook that is updated each year and is available on request.

Purpose of disability access and inclusion plans (DAIP)

Local Governments play a vital role in the lives of people with disabilities because of their broad mandate. All of these Local Government functions directly or indirectly have an impact upon the quality of life of the people with disabilities who live, work and socialise in their local communities.

It is a requirement of the Disability Services Act 1993 (Western Australia amended 2004) that all Local Governments develop and implement a Disability Access and Inclusion Plan that outlines the ways in which they will ensure that people with a disability have equal access to its facilities and services.

The principles of this legislation is to ensure that a person with a disability has the right to be respected for their human worth and dignity and has the same human rights as other community members, regardless of the degree and nature of the disability.

Other legislation that impact on the provision of accessible information, services and facilities for people with disabilities include:

- The Commonwealth Disability Discrimination Act (1992)
- The Equal Opportunity Act (Western Australia amended 1988)

Profile of People with Disability in the City of Cockburn

What do we mean by Disability?

The Disability Services Act (1993) defines disability as a condition that:

- Is attributable to an intellectual, cognitive, neurological, sensory or physical impairment or a combination of those impairments;
- Is permanent or likely to be permanent;
- May or may not be episodic in nature;

and results in:

- A substantially reduced capacity of the person for communication, social interaction learning or mobility; and
- A need for continuing support services

Disability affects the lives of more than half a million Western Australians. Australian Bureau of Statistics figures indicate that 381,500 people have some level of disability while a further 200,000 people provide care and support to family and friends with disabilities. By 2021 the number of people with disabilities in Western Australia is expected to increase by more than 200,000, due mainly to our ageing population. The proportion of the State's population consisting of people aged under 65 with disabilities is expected to remain steady.

In Western Australia:

- 20% of the population have a disability
- One in three people know someone with a disability, whether as a family member, friend, or workmate
- 15% of the total population have a core activity restriction (that is a restriction in communication, mobility or self care)
- 5.6% of the total population have profound or severe core activity restrictions and sometimes need help or supervision with one or more of the tasks associated with daily living
- 199,600 carers provide day-to-day support for family or friends with disabilities (8% of the Western Australian population)
- 93% of people with disabilities live in the community, either independently or with family or friends
- 73% of Western Australians with disabilities live in the metropolitan area and 27% live in rural areas
- 70% of all assistance required by people with disabilities is provided by the informal network of family and friends.

Note: The data contained in the following tables are 'Small Area Estimates of Disability' produced by the Australian Bureau of Statistics for the National Disability Administrators. The estimates are based on data from the 2003 Survey of Disability Ageing and Carers (SDAC). Total persons with disabilities for all tables includes persons with profound, severe, moderate and mild core activity limitations, as well as those with schooling or employment restrictions and disabilities with no restriction or limitation. Reference: DSC Website 2007

People with Disabilities in the City of Cockburn

These figures estimate that 18.8% of the residents in the City of Cockburn have a disability (including age related disabilities) and 15.5% of people under 65 years of age have some level of disability. The figures relating to age related disabilities is expected to double within the next twenty years due to the

significant ageing population across Australia.

0-14	15-24	25-34	35-44	45-54	55-64	Total 0-64	65 and over	Total all persons
Total persons with disabilities								
1,325	942	1,313	1,764	2,260	2,481	10,085	3,335	13,420
Total population								
15,803	9,974	11,240	11,524	9,749	6,532	64,822	6,286	71,106

Impact of Disability

According to the International Classification of Functioning, Disability and Health (ICF), endorsed by World Health Organisation and used in Australia, 'disability' is a complex phenomena that is both a problem at the level of the person's body, and an intricate social phenomena. Disability is an umbrella term for any or all of the components: impairment, activity limitation and participation restriction, as influenced by environmental factors.

The Physical Disability Council of Australia draws the distinction between impairment and disability and describes people with a disability as people with impairments who are disabled by barriers in society.

Disability by impairment categories

Impairments are 'problems in body function or structure such as significant deviation or loss'. The main categories of disability are physical, sensory and mental/behavioural disorders which include intellectual and developmental disabilities.

- Physical disabilities generally relate to disorders of the musculoskeletal, circulatory, respiratory and/or nervous systems and are the most common
- Sensory disabilities involve impairments in hearing and/or vision
- Mental/behavioural disorders include intellectual and developmental disabilities, which relate to difficulties with thought processes, learning, communicating, remembering information and using it appropriately, making judgements and problem solving. They also include anxiety disorders, phobias or depression

Disability group	Total Aged 0-64	Percentage aged 0-64
Physical	6,549	10.1%
Sensory	2,336	3.6%
Intellectual	1,523	2.3%
Psychological	1,309	2.0%
Head injury, stroke or brain damage	588	0.9%
Total persons with disabilities	10,085	15.5%
Total population	64,822	

Note: Many people with disabilities have more than one disability. People are counted in more than one disability group if they had multiple disabilities which belonged to more than one group. As a result, the sum of the component items will not equate to the total persons with disabilities.

The numbers of people aged 0-64 years with an intellectual disability, a psychological disability, or a head

injury, stroke or brain damage are approximate estimates which assume that the age distribution of total persons with disabilities is the same as the age distribution for each of these disability groups.

Disability by level of activity restriction

The degree that disability can impact on the day to day lives of individuals is variable.

Level of core activity limitation	Persons
Profound or Severe	3,401
Moderate	2,652
Mild	3,788
Total persons with core activity limitation, all ages	9,841
Total persons with disabilities, all ages	13,420
Total population, all ages	71,106

Note: Total persons with core activity limitation include only persons with profound, severe, moderate and mild core activity limitations.

People with a profound or severe core activity limitation restriction will need personal help or supervision with activities such as self-care, mobility and communication. Basic everyday activities require great amounts of time and effort and necessitate high levels of support from other people. Much of this support is provided by friends, family and relatives, causing a great impact on families. Many individuals also need specialized equipment for example a wheelchair or communication device, to assist them to undertake daily activities.

Disability by area of core activity limitation

Activity limitations are difficulties an individual may have in executing activities such as self-care, mobility and communication.

Area of core activity limitation	Males	Females	All Persons
Self care	1,531	1,846	3,377
Mobility	1,923	2,414	4,337
Communication	819	390	1,209

Note: People are counted in more than one area of core activity limitation or restriction if they had disabilities which limited or restricted a range of activities.

Disability by participation restriction

Participation restrictions are problems an individual may experience in involvement in life situations such as school and employment and impacts greatly on their ability to undertake valued roles in society. Barriers to participation are often seen only to be physical barriers but are all factors that make up the environment. These environmental factors include the physical, social and attitudinal environment in which people live and conduct their lives.

Area of restriction	Males	Females	Persons
Schooling, ages 5–20 years	594	349	943
Employment, ages 15–64 years	3,042	2,938	5,980

People with a disability have limited access to social and cultural activities outside of their house and

family. They are significantly financially disadvantaged not only because they have limited opportunities to obtain paid employment but also because every day activities can incur significant additional costs.

Disability by type of assistance required

Assistance needed	All persons
Accommodation support (includes people who needed assistance with housework, meal preparation and property maintenance), ages 15 years and over	4,480
Transport , ages 15 years and over	2,765
Personal/health care , all ages	6,186

Note: People often require more than one type of assistance and are therefore counted more than once if they needed assistance with more than one task. A person is considered to need assistance whether or not assistance is actually received

Access and Equity Principles

The City of Cockburn has an Access and Equity Position Statement (PSCS1).

Purpose: The City of Cockburn aims to maintain and improve the quality of life of its residents by creating an accessible community in which information, services, facilities, programs, 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.

The City of Cockburn is committed to ensuring that the community is an accessible and inclusive community for people with disabilities, their families and carers.

The City of Cockburn interprets an accessible and inclusive community as one in which all council functions, facilities and services (both in-house and contracted) are open, available and accessible to people with disabilities, providing them with the same opportunities, rights and responsibilities enjoyed by all other people in the community.

The City of Cockburn recognises that people with disabilities are valued members of the community who make a variety of contributions to local social, economic and cultural life. The City believes that a community that recognises its diversity and supports the participation and inclusion of all of its members makes for a richer community life.

The City of Cockburn believes that people with disabilities, their families and carers should be supported to remain in the community of their choice.

The City of Cockburn is committed to consulting with people with disabilities, their families and carers and where required, disability organisations to ensure that barriers to access and inclusion are addressed appropriately.

The City of Cockburn is committed to ensuring that its agents and contractors work towards the desired outcomes in the DAIP.

The City of Cockburn is committed to working in partnership with local community groups and businesses to facilitate the inclusion of people with disabilities through improved access to facilities and services in the community.

The City of Cockburn is committed to achieving the six desired outcomes of its DAIP.

1. People with disabilities have opportunities to access the services of, and any event organised by the City of Cockburn
2. People with a disability have the same opportunities as other people to access the buildings and other facilities of the City of Cockburn.
3. People with a disability receive information from the City of Cockburn in a format that will enable them to access the information as readily as other people are able to access it.
4. People with a disability receive the same level of quality service from the staff of the City of Cockburn as other people do

5. People with a disability have the same opportunity as other people to make complaints to the City of Cockburn
6. People with a disability have the same opportunity as other people to participate in public consultation carried out by the City of Cockburn

Development of the Disability Access and Inclusion Plan

Local Governments in Western Australia have over the years responded to the needs of people with disabilities in a variety of ways. The development and implementation of Disability Service Plans between 1995 and 2005 enabled councils to build on past achievements by planning systematically to make services and facilities as accessible as possible to people with disabilities. These included councils' own services and facilities and those for which they had indirect responsibility, such as council funded services providing access and council funded activities being held at accessible venues.

A key responsibility of Local Government is that of ensuring that developers meet the mandatory access requirements of the Building Code of Australia.

In addition councils can play a crucial role in improving access for people with disabilities in their communities by liaising with developers to increase their awareness of access needs.

The amendments to the Disability Services Act in 2004 contain new requirements which will build upon the changes and achievements of the past decade. Disability access and inclusion plans provide the framework through which local governments can move into the next phase of creating accessible and inclusive communities.

Initiatives to Date

The Council has a proactive Disability Advisory Committee that meets monthly (except January) and is made up of Councillors, Council Officers and Industry and Consumer Representatives. Its objectives are to:

- Provide information to the City of Cockburn and the Community on issues relating to people with a disability
- Recommend actions to the City of Cockburn that will benefit people with disabilities
- Improve universal access and inclusion for people with special needs

The City of Cockburn has a range of services that currently support people with a disability in the community.

- The Adaptive Technology Centre at the Coolbellup Library has full wheelchair access and facilities for people with a disability and provides a number of resources that can help people access a computer
- Cockburn Aged and Disabled Services is grant funded through a combination of Home and Community Care (HACC) and Commonwealth (Community Aged Care Packages - CACP) funding. These programs also receive Council support. Both programs cater for the needs of frail aged and Dementia specific persons living in their own home, including culturally specific programs for Aboriginal and Torres Strait Islander persons. The HACC program supports the needs of younger people with disabilities through in home and centre based programs.
- Children's Services provide integration workers to assist children with disabilities to participate in After School Care and Vacation Care programs. Inclusive supported play groups are also available.
- Youth Services run the Youth Outrage holiday programme and the Participate programme that both fully support young adults with disabilities
- A partnership with South Metropolitan Personnel has resulted in people with varying abilities being employed in four supported work crews in Council's Parks Department

Other initiatives undertaken include:

- A part time Disability Access Officer has been employed to liaise between the community and the City of Cockburn
- All documents are available in alternative formats by request
- A cooperative policing strategy of ACROD parking bays at Phoenix Shopping Centre negotiated by the City of Cockburn and the Complex.
- The City of Cockburn has an ongoing commitment to upgrading access to existing buildings and facilities including:
 - A comprehensive access audit was completed in 2006
 - South Lake Leisure Centre has ramp access at the entry of the building and a ramp into the swimming pool as well as a hoist. A waterproof wheelchair has been provided through Youth Advisory Council fundraising.
 - automatic doors for the Spearwood library and new part of the Administration building
 - lift access to the first floor and ramp access at the Civic Centre,
 - The new administration Centre has been designed to optimise wheelchair access
- Community Consultation Integrated Local Area Planning (ILAP) workshops for two new subdivisions in the City of Cockburn have included people with disabilities
- Two community forums were recently held giving people with a disability, carers and service providers the opportunity to raise and discuss significant issues

Process of Development.

A private Consultant, Janelle Munro, was appointed to work alongside the Disability Access Officer to complete the DAIP for the City of Cockburn. Progress was reported to the Disability Advisory Committee.

The process included:

- Examination of the initial Disability Services Plan and subsequent review reports to see what has been achieved and what still needs work
- Examination of other council documents and strategies including the recent comprehensive Access Audit
- Research of relevant documentation and samples of DAIPs from other councils
- Meetings with Managers and key staff
- Consultation with the community to identify issues and strategies
- Facilitation of relevant staff groups to develop strategies
- Development of Draft
- Meetings with elected members to provide relevant background information and explanation of Draft document
- Distribution of Draft for further comment
- Development of the final Disability Access and Inclusion Plan

Consultation Process

The Disability Services Regulations 2004 set out the minimum consultation requirements for public authorities in relation to DAIPs. Local government authorities must call for submissions (either general or specific) by notice in a newspaper circulating in the local district of the local government under the Local Government Act 1995 or on any website maintained by or on behalf of the local government authority. Other mechanisms may also be used.

The community was informed that council was developing a disability access and inclusion plan to address the barriers that people with disabilities and their families experience in accessing council functions, facilities and services and were invited to comment through:

- An ad in the local newspaper,
- Article in the "Cockburn Soundings"
- Notice and questionnaire on council's website
- Displays in Councils facilities
- Personal contact by council officers

People were able to comment by email, phone and completion of a questionnaire. Meetings with people with disabilities, their families, carers, disability organisations and relevant community groups were held to identify relevant issues and strategies for inclusion in the DAIP.

Meetings with elected members of council and council officers were organised over a period of time to identify current achievements, issues and strategies.

Issues Identified

1. People with a disability have the same opportunities as other people to access the services of and any events organized by, the City of Cockburn

- Often access to regular events is difficult because of lack of support and supervision to participate
- Some people need help to access library
- No support for people with disabilities to access sporting facilities
- Vacancies and resources are limited and therefore it is difficult to raise expectations if unable to meet these with ongoing, sustainable programmes and support
- Families felt they had to request to be included, inclusion was on their initiative
- Transport at events was difficult or not available at all e.g Concerts at Manning Park
- Library services cater well for the needs of some people with disabilities but not for all specific needs

2. People with a disability have the same opportunities as other people to access the buildings and other facilities of the City of Cockburn.

- Not enough seating around Manning Park Lake and Bibra Lake makes walking difficult for many people
- not all venues and facilities have access for people with disabilities
- older footpaths are not wide enough for walkers and wheelchairs
- scooters need to be considered when planning for access, often speed bumps are too high and cause scooter to tip over
- difficulties not always on council owned facilities and it is difficult to negotiate these changes

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

- information about services is not always available
- difficult to know what is available and how to access these services

4. People with a disability receive the same level of quality service from the staff of the City of Cockburn as other people do

- Promotional material has no reference or images of people with disabilities
- Perceptions of disability are narrow, doesn't necessarily include mental health, cultural needs, people with communication needs, stroke etc
- attitudes are often discouraging ranging from subtle discouragement to dismissive
- parents have reported being actively discouraged from pursuing care
- Parents have also reported excellent support and encouragement from other programmes

5. People with a disability have the same opportunity as other people to make complaints to the City of Cockburn

- Not always get feedback about what is happening to the complaint
- Front desk contact is ok but they do not always know who or where to pass this on.

6. People with a disability have the same opportunity as other people to participate in public consultation by the City of Cockburn

- people didn't know how to participate in consultation

Responsibility for Implementation

It is a requirement of the Disability Services Act that public authorities must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors. Where agents and contractors provide services to the public on behalf of the City of Cockburn, these services are to be conducted consistent with the DAIP.

Implementation of the DAIP is the responsibility of all areas of council. The Implementation Plan sets out who is responsible for each action.

Communicating the DAIP to Staff and People with Disabilities

.The Disability and Access Inclusion Plan (DAIP) was finalised and formally endorsed by Council.

All Councillors, Chief Executive Officer, Directors and Managers will be provided with a copy of the DAIP 2007-2012. The DAIP will be presented to staff at the regular staff meetings and all staff will be made aware of how to access a copy.

All contractors will be supplied with relevant information regarding the DAIP with an explanation of how they can make the contracted services more accessible. The Disability Access Officer will be available to provide details and support if required.

Council will advise, through the local newspaper and on their website that copies of the plan are available to the community upon request and in alternative formats if required. If the plans are amended both staff and the community will be advised of the availability of updated plans, using the same methods.

Review

The Disability Services Act 1993 (amended 2004) requires councils to review their disability access and inclusion plans at least every 5 years, but they may review them at any other time. Councils must undertake community consultation, in accordance with the regulations, whenever reviewing a disability access and inclusion plan.

The City of Cockburn will review its progress by the following mechanisms:

- Each Business unit will complete a six monthly report on the status of their progress. The Disability Access Officer will present 2-3 reports each month at the Disability Advisory Committee Meetings and these reports will be included as a Standing item on their agenda.
- The implementation of the DAIP will be monitored and reviewed by each Business Unit and collated annually by the Disability Access Officer.

New barriers may be identified in the course of reviewing progress and plans need to be adaptable to meet the changing needs of people with disabilities, their families and carers. Whenever the DAIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

Evaluation

The Annual Disability Access and Inclusion Status Report will be endorsed by Council and will include:

- Measurement from Elected members, and council officers with regard to the progress on the strategies outlined
- Feedback on effectiveness of strategies from service users and other community members. Notice about the consultation process will be made available through the newsletter "Cockburn Soundings", the City's website, and distribution to disability service providers.
- Feedback through The Disability Advisory Committee (DAC) from links with the community on how well strategies are working for people with disabilities

Reporting

The Disability Services Act sets out the minimum reporting requirements for public authorities in relation to DAIPs.

Council will report on the implementation of its DAIP through its annual report and the prescribed proforma to the Disability Services Commission by 31 July each year, outlining:

- its progress towards the desired outcomes of its DAIP;
- the progress of its agents and contractors towards meeting the six desired outcomes; and
- the strategies it used to inform its agents and contractors of its DAIP.

Contractors will advise the City of Cockburn about the DAIP outcome areas that they have supported using the Contractor Report provided. They will be required to provide a brief summary of the access activities that they are undertaking for the relevant DAIP outcome areas by the end of June each year. These will then be collated by the Contract Manager and be included in the local government Progress report.

Strategies to improve access and inclusion

Six access and inclusion outcomes have been considered in developing the DAIP. These outcome areas provide a framework for translating the principles and objectives of the Disability Services Act into tangible and achievable results. The desired outcomes will provide a means of ensuring that:

1. People with disabilities have opportunities to access the services of, and any event organised by the City of Cockburn

STRATEGY	TIMEFRAME
1.1 Ensure events are organized so they are accessible to people with a disability	January 2008
1.2 To develop support for people with disabilities to be included in community events	December 2009
1.3 To support people with disabilities in the community to develop and participate in community groups	June 2009
1.4 To establish support for staff to fund and implement sustainable programmes that include people with disabilities	March 2009
1.5 To increase awareness of suitable community resources for people with disabilities	December 2007
1.6 To ensure that the contractors are aware of and comply with the requirements of the City of Cockburn DAIP.	July 2008

2. People with a disability have the same opportunities as other people to access the buildings and other facilities of the City of Cockburn.

STRATEGY	TIMEFRAME
2.1 To develop a systematic plan to address access of new and upgrades of old buildings	June 2010
2.2 To develop a systematic plan to address priority issues and ongoing upgrades for access related to roads, parks and footpaths	March 2009
2.3 To increase awareness of staff about access difficulties and issues	March 2009
2.4 Develop Council and Business relationship to encourage accessible user friendly environments	June 2008
2.5 To ensure that contractors are aware of and comply with the requirements of the City of Cockburn DAIP	July 2008

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

STRATEGY	TIMEFRAME
3.1 Make all information and publications available in a range of formats with consideration to the varying needs of people with disabilities	December 2007
3.2 Increase awareness of services available to people with disabilities	June 2009
3.3 Make consideration for the specific needs of people with disabilities	June 2009

4. People with a disability receive the same level of quality service from the staff of the City of Cockburn as other people do

STRATEGY	TIMEFRAME
4.1 Increase staff awareness of the current issues and best practice standards for services for people with disabilities	March 2009
4.2 Develop a coordinated approach to disability across the organisation	December 2008

5. People with a disability have the same opportunity as other people to make complaints to the City of Cockburn

STRATEGY	TIMEFRAME
5.1 Ensure that current grievance procedures are accessible to people with disabilities	March 2009
5.2 Ensure complaints are dealt with appropriately and in a timely manner and feedback is available about the progress and outcome	March 2009
5.3 Improve employee knowledge so they can facilitate the receipt and handling of complaints from people with disabilities	December 2009

6. People with a disability have the same opportunity as other people to participate in public consultation by the City of Cockburn

STRATEGY	TIMEFRAME
6.1 improve community awareness of consultation process	August 2008