



BOTANIC GARDENS & PARKS AUTHORITY

KINGS PARK AND BOTANIC GARDEN • BOLD PARK

ABN 30 706 225 320

DISABILITY ACCESS AND INCLUSION PLAN 2007 – 2012

June 2007

(as required by the *Disability Services Act 1993, amended 2004.*)



HEAD OFFICE
KINGS PARK AND BOTANIC GARDEN
Fraser Avenue, West Perth
Western Australia 6005
Telephone: (618) 9480 3600
Facsimile: (618) 9322 5064

BOLD PARK
165 Perry Lakes Drive, Floreat
Western Australia 6014
Telephone: (618) 9387 0800
Facsimile: (618) 9387 0899

Email: enquiries@bgpa.wa.gov.au
Internet: www.bgpa.wa.gov.au

This plan is available upon request in alternative formats such as large print, electronic format (disk or emailed), on the website or audio on request .

Acknowledgements

The Botanic Gardens and Parks Authority acknowledges the input received from many individuals and groups within the community, which has been invaluable in the preparation of this Disability Access and Inclusion Plan.

In particular, thanks are given to the Disability Service Commission, the Authority's Disability Reference Group,, Authority staff and volunteers and individual community members.

Contents

BACKGROUND	4
The Botanic Gardens and Parks Authority	4
Functions, Facilities and Services (Both In-house and Contracted) Provided by the Botanic Gardens and Parks Authority	4
Planning for Better Access	5
Progress Since 1995	6
ACCESS AND INCLUSION POLICY STATEMENT FOR PEOPLE WITH DISABILITIES, THEIR FAMILIES AND CARERS	7
DEVELOPMENT OF THE DAIP	8
Responsibility for the Planning Process	8
Community Consultation Process	8
Responsibility for Implementing the DAIP	10
Communicating the Plan to Staff and People with Disabilities	10
Review and Evaluation Mechanisms	10
REPORTING ON THE DAIP	12
STRATEGIES TO IMPROVE ACCESS AND INCLUSION	13
APPENDIX 1	16
Progress Since 1995 Under the Disability Service Plan	16

BACKGROUND

The Botanic Gardens and Parks Authority

The Botanic Gardens and Parks Authority (the Authority) is responsible for the care, control and management of Kings Park and Botanic Garden and Bold Park, and any other designated lands. The Authority operates under the *Botanic Gardens and Parks Authority Act 1998*. The Authority's Board of Management is responsible for determining all key strategic policies and decisions, and the Chief Executive Officer is responsible for the implementation of these policies and decisions and the operational management of the BGPA.

Specifically, the *Botanic Gardens and Parks Authority Act 1998* places the care, control and management of the designated lands, currently Kings Park and Botanic Garden and Bold Park, with the Authority for the purpose of enabling it to undertake the following functions:

- (a) Provide, improve and promote recreational and tourism services and facilities on the designated land.
- (b) Conserve and enhance any native biological diversity of the designated land.
- (c) Conserve and enhance the natural environment, landscape features and amenity of the designated land.
- (d) Conserve, develop, manage, display, and undertake research into, collections of Western Australian and other flora.
- (e) Enhance and promote the understanding and conservation of the biological diversity of the designated land and of biological diversity generally.
- (f) Conserve, enhance and promote the Aboriginal, colonial and contemporary cultural heritage of the designated land.
- (g) Promote the use of flora for the purposes of horticulture, conservation and education.
- (h) Undertake and promote research and investigation into matters related to or connected with the Authority's functions.

Visitor facilities, services, events, education and information are essential in performing these functions. The Authority aims to ensure that all our visitors are able to access these services and facilities.

Functions, Facilities and Services (Both In-house and Contracted) Provided by the Botanic Gardens and Parks Authority

There is a high level of customer contact and visitor services provided through Authority buildings and outdoor facilities, leased sites and through a network of approved contractors, such as event promoters.

Bold Park is one of the largest urban bushland remnants on the swan coastal plain. Covering 437 hectares, it has a trail network of about 24 kms, the Reabold Hill Boardwalk and Lookout and the Western Australian Ecology Centre – the purpose built centre for the community and Authority staff.

Kings Park and Botanic Garden is one of Western Australia's premier tourist destinations, attracting five million visitors each year. About 404 hectares in size, it is home to the State's Botanic Garden and offers a wide range of visitor experiences, public facilities and services. The following list provides an overall sample of the visitor services and facilities available in Kings Park and Botanic Garden:

Unique shopping experiences – Aspects of Kings Park Australian craft and gift gallery and the Aboriginal Art Gallery focusing on indigenous art and culture.

Cafes and restaurants – Zamia Café in Synergy Parkland, Stickybeaks Café in the Lotterywest Family Area, Fraser's Restaurant, Kiosk and the Botanical Café in the Fraser Avenue precinct.

Playgrounds and picnic areas – The Lotterywest Family Area including the popular Ivey Watson Early Childhood Playground and Hale Oval, the Synergy Parkland including the Arthur Fairall Playground, gazebos/rotundas, barbeques and public toilets.

Community education programs – Environmental awareness programs to promote individual and community well being, targeting all groups of people within the local area and provision of general information through a free guided walks service and interpretive signage and brochures, as well as and formal schools education programs.

Regulatory services – A range of responsive services to protect the physical environment and to protect the rights of visitors.

Public transport services – The Transperth Bus service (free from the city) as well as the ticketed services of the Perth Tram Company and Perth City Sightseeing Tours throughout the Park, both with easy access designated stops.

Services for daily living – A free wheelchair is available for short-term use from the Visitor Information Centre, open every day of the year except for Christmas Day. Daily Living Products such as motorised scooters are available for use at the annual Wildflower Festival. Additional ACROD parking is available for special events e.g., concerts.

Planning for Better Access

According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2003), 20.6% of Australians, or more than 1 in 5 people, identify themselves as having some form of disability.

It is a requirement of the *Disability Services Act 1993* (WA, amended 2004) that all public authorities develop and implement a Disability Access and Inclusion Plan (DAIP). The Authority is sincerely committed to this 2007 – 2012 DAIP, which outlines the ways in which the Authority will ensure that people with disabilities have access to its facilities and services.

Other legislation underpinning access and inclusion issues includes the *WA Equal Opportunity Act 1984* (WA, amended 1988) and the *Commonwealth Disability*

Discrimination Act 1992 (DDA). While Action Plans are not compulsory under the DDA, they can assist organisations become more accessible and inclusive, and can provide some clarity during disability discrimination proceedings. The Authority has developed an Implementation Action Plan to support this DAIP.

Progress Since 1995

The Authority has demonstrated its long term and continuing commitment to facilitating the inclusion of people with disabilities through the improvement of access to its facilities and services. Towards this, the Authority adopted its first Disability Service Plan (DSP) in 1995 to address the then barriers for people with disabilities wanting to access the Authority's services and facilities. The regularly reviewed DSP addressed both the statutory requirements under the *Disability Services Act 1993* and obligations under the Commonwealth *Disability Discrimination Act 1992*. The DSP has undergone three internal reviews since 1995.

Since the adoption of the initial DSP, the Authority has implemented many access and inclusion initiatives and made significant progress towards better access. Some of these are highlighted in Appendix 1 under the relevant key outcome headings of the 1995 DSP.

ACCESS AND INCLUSION POLICY STATEMENT FOR PEOPLE WITH DISABILITIES, THEIR FAMILIES AND CARERS

The Authority interprets an accessible and inclusive community as one in which all Authority functions, facilities, services, events and information (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 Authority is committed to:

- Ensuring that people with disabilities, their families and carers are able to fully access the range of Authority services and facilities.
- 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.
- Working in partnership with community groups and other public authorities to facilitate the inclusion of people with disabilities through improved access to its facilities and services.
- Ensuring that its agents and contractors work towards the desired access and inclusion outcomes of the DAIP.
- Achieving the six desired outcomes of the DAIP:
 1. People with disabilities have the same opportunities as other people to access the services of, and any events organised by the Authority.
 2. People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Authority.
 3. People with disabilities receive information the Authority 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 the Authority as other people receive from the staff of the Authority.
 5. People with disabilities have the same opportunities as other people to make complaints to the Authority.
 6. People with disabilities have the same opportunities as other people to participate in any public consultation by the Authority.

All Authority agents and contractors are required to comply with the same principles and requirements of the DAIP as do Authority employees.

DEVELOPMENT OF THE DAIP

Responsibility for the Planning Process

In 2006, the Authority commenced formal planning for the 2007 – 2012 DAIP. This planning process was led by the Manager Visitor Services, and overseen by the Director Business and Visitor Services. The draft plan was reviewed and commented on by senior management, relevant volunteer organisations associated with the Authority and the Authority's Disability Reference Group before it was released for public comment. The final plan is a strategic policy document, and so will be endorsed by the Board of Management, with responsibility for implementation, review and evaluation resting with the Chief Executive Officer and his delegates.

Community Consultation Process

In 2006, the Authority undertook to review its current DSP, consult with key stakeholders and draft a new DAIP to guide further improvements to access and inclusion.

The process included:

- Examination of the revised 1995 Authority DSP and subsequent review to see what has been achieved and what still needs work.
- Examination of other relevant Authority documents and strategies.
- Investigation of contemporary trends and good practice in access and inclusion.
- Consultation with key staff and volunteers.
- Consultation with the wider community.

The Disability Services Act Regulations set out the minimum consultation requirements for public authorities in relation to DAIPs, and the Authority has sought to meet all these requirements.

The Authority called for submissions by notice in a State wide newspaper and on its website. It also consulted with the Disability Service Commission and provided hard copies of the draft plan at the Kings Park Administration Centre.

The Authority has a well-established practice of community consultation in all of its programs, and particularly in the formulation and review of its five year management plans for the designated lands. The following strategies were used in the Authority's 2007 DAIP consultation process:

- In March 2007 the community was informed through the Authority's website that the Authority was developing a disability access and inclusion plan to address the barriers that people with disabilities and their families experience in accessing Authority functions, facilities and services.

- The community was advised through the Authority's website that they could provide input into the development of the Plan by:

Community Survey: A community survey was made available in a variety of formats from the Authority's website or from the front reception at Bold Park and Kings Park and Botanic Garden. Authority staff, volunteers and service providers (business operating within Authority lands) were also encouraged to complete the survey.

Respondents were asked to identify any problems they had using services, accessing information, contributing to the Authority decision making processes, making complaints, physically accessing Authority facilities, and dealing with staff.

Phone-In or Email: The community was invited to contact the Authority to discuss some of the difficulties they were experiencing in accessing services, facilities or information.

In May 2007 the Authority's Draft DAIP was made available for public comment. The community was advised through the Authority's website. The Draft DAIP was available to view on the website or at the front reception at Bold Park and Kings Park and Botanic Garden. Copies of the Draft Plan were provided to all Authority staff, volunteer groups, lessees and the Disability Reference Group.

Findings of the consultation

The review and consultation found that most of the initial aims and objectives in the previous Authority Disability Service Plans had been achieved and that an updated plan was required to ensure currency and relevance. It was agreed that the new plan should address current access barriers and also reflect contemporary values and practices, such as striving for inclusion and meeting more than the minimum compliance with access standards. The new plan must also keep abreast of legislative and regulatory changes.

The review and consultation also identified a variety of remaining barriers to access and inclusion, that will be addressed in the DAIP Implementation Plan.

Access Issues

While the review and consultation noted a great deal of achievement in improving access, it also identified a range of issues that require redress. These access issues include:

- Processes of the Authority may not be as accessible as possible.
- Events or activities on designated lands may not always be as accessible to best facilitate the participation of people with disabilities.
- Physical infrastructure may not be meeting the needs of people with disabilities.
- Elements of the Authority's website require improvement to best meet the needs of people with disabilities.

- People with disabilities may not be aware of consultation opportunities with the Authority.

The identification of these access issues and possible barriers informed the development of strategies in the DAIP. The access issues have been prioritised in order of importance, which assists setting timeframes for the completion of strategies to overcome those access issues.

Responsibility for Implementing the DAIP

It is a requirement of the Disability Services Act that public authorities must take all practical measures to ensure that its officers, employees, agents and contractors implement the DAIP.

The Authority's DAIP is a strategic policy document, and as such is endorsed by the Board of Management, with responsibility for implementation, review and evaluation resting with the Chief Executive Officer and his delegates. Operational implementation of the DAIP is the responsibility of all areas of the Authority. Some actions in the Implementation Action Plan apply to all areas of the Authority while others will apply to a specific area. The Implementation Action Plan sets out who is responsible for each action.

Communicating the Plan to Staff and People with Disabilities

In May 2007 the Authority made available copies of the draft Disability Access and Inclusion Plan to all those who contributed to the planning process as well as staff, relevant volunteers, lessees and licensees operating in Kings Park and Botanic Garden, key external stakeholders including people with disabilities, their families, carers, disability organisations and relevant community groups for feedback. In June 2007 the plan was finalised and formally endorsed by the Corporate Executive.

Through its website, the Authority has advised the wider community that copies of the plan are available upon request and in alternative formats if required, including hard copy in standard and large print, electronic format, audio format on CD and by email.

As the Plan is amended, all stakeholders will be advised of the availability of updated plans, using the same communication methods.

Review and Evaluation Mechanisms

The Disability Services Act sets out the minimum review requirements for public authorities in relation to DAIPs. In accordance with this Act, the Authority's DAIP will be reviewed at least every five (5) years. The DAIP Implementation Action Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues that may arise. Whenever the DAIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

Review and monitoring

Each quarter in the first year of operation, the Authority's Corporate Executive will consider and review the progress on the implementation of the strategies identified in the disability access and inclusion plan. The DAIP will be reviewed annually thereafter.

The review of the Authority's 2007 – 2012 DAIP will be included in the next Authority DAIP 2012-2017 which will be submitted to the Disability Services Commission in 2012. The report will outline what has been achieved under the Authority's DAIP 2007-2012.

The Authority will prepare a report each year on the implementation of the Disability Access and Inclusion Plan.

Evaluation

- The Authority's Corporate Executive will annually review and endorse reports on the disability access and inclusion implementation process.
- Once a year, prior to 31 July, the Authority will provide advice to the community via its website regarding the implementation of the DAIP and seek feedback on the effectiveness of strategies that have been implemented.
- A notice about the consultation process will be placed on the Authority's website, and circulated to key stakeholders.
- In seeking feedback, the Authority will also seek to identify any additional issues that were not identified in the initial consultation.
- Key stakeholders internal and external to the Authority will also be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.
- The Implementation Action Plan may be amended based on the feedback received and copies of the amended Implementation Action Plan will be available to the community in alternative formats.

REPORTING ON THE DAIP

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

The Authority 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:

- Progress towards the desired outcomes of its DAIP.
- Progress of its staff and volunteers towards meeting the six specific desired outcomes.
- Strategies it used to inform its staff and volunteers of its DAIP.

STRATEGIES TO IMPROVE ACCESS AND INCLUSION

As a result of the consultation process the following overarching strategies will guide tasks, reflected in the Implementation Plan, that the Authority will undertake from 2006-2010 to improve access to its services, buildings and information. The six desired outcomes provide a framework for improving access and inclusion for people with disabilities.

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

Strategy	Timeline
Establish the Authority's Corporate Executive Team as the driving body to guide the implementation of DAIP activities.	December 2006
Ensure that people with disabilities are provided with an opportunity to comment on access to services.	May 2007 and then ongoing
Ensure that any events are organised so that they are as accessible as possible to people with disabilities. Using the events checklist in the Access Guidelines for State Agencies.	December 2007 and then ongoing
Ensure that Authority staff and volunteers and all relevant agents and contractors, are aware of the relevant requirements of the Disability Services Act and can access the Authority's DAIP via the website.	June 2008 and then ongoing
Monitor the Authority's Access and Inclusion policy to ensure it supports equitable access to services by people with disabilities throughout the various functions of the Authority.	Annually by June 30 each year
Develop links between the DAIP and other Authority plans and strategies through incorporating the objectives of the DAIP into the Authority's strategic business planning, budgeting processes and other relevant plans and strategies.	June 2008

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

Strategy	Timeline
Ensure all new buildings to be leased by the Authority are accessible.	December 2007
Ensure all premises and other infrastructure related to transport facilities are as accessible as possible.	June 2009
Ensure adequate ACROD parking to meet the demand of people with disabilities in terms of quantity and location.	June 2010
Ensure all buildings and facilities are accessible to people with disabilities, including footpaths where possible, according to Australian Standards.	June 2010

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

Strategy	Timeline
Ensure that the Authority's website meets contemporary good practise.	December 2007
Improve staff awareness of accessible information needs and how to obtain information in other formats.	June 2008
Provide documentation regarding services, facilities and customer feedback in an appropriate format using clear and concise language.	June 2008
Promote the range of services available to people with disabilities.	June 2008
Improve community awareness that Authority information can be made available in alternative formats upon request as outlined in the State Govt Access Guidelines for Information Services and Facilities (as per DSC website).	June 2008

Outcome 4: People with disabilities receive the same level and quality of service from the staff of the Authority as other people receive from the staff of the Authority.

Strategy	Timeline
Improve staff awareness of disability and access issues and improve skills to provide excellent service to people with disabilities, including complaint handling.	June 2008
Improve the awareness of new staff about disability and access issues.	June 2008
Further generate and sustain staff awareness of disability and access issues.	June 2008 and on going

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

Strategy	Timeline
Ensure that current grievance mechanisms are accessible for people with disabilities.	June 2007
Ensure that grievance mechanism processes and outcome satisfaction survey forms are available in formats to meet the needs of people with disabilities.	December 2007

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

Strategy	Timeline
Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes.	June 2007 and regularly thereafter
Seek a broad range of views on disability and access issues from the community.	March 2008
Improve community awareness about, and access to consultation processes in place.	June 2008

Progress Since 1995 Under the Disability Service Plan

Following the review of the Authority's previous DSP, a number of initiatives were identified as having significantly improved access to facilities, services, events and information for people with disabilities, their families and carers.

Key successes since the initial 1995 DSP have been identified under the five DSP outcomes.

Outcome 1: Existing functions, facilities and services are adapted to meet the needs of people with disabilities.

- Additional parking and set-down areas are provided for people with disabilities and those accompanying them, during all major events. On Anzac Day the Authority, in collaboration with the RSL, actively informs participants of disability parking and set-down areas.
- Additional ACROD parking is provided in Kings Park and Botanic Garden during Skyworks events. Other parking facilities are closed to the general public for this event.
- Areas are set-aside at major events for chairs, deckchairs, wheelchairs and space for people to assist those with disabilities.
- During the annual Wildflower Festival motorised wheelchairs are provided by Daily Living Products to enable better access to the displays and the Botanic Garden.
- The old style drinking fountains on Fraser Avenue were replaced, where possible, with new fountains accessible to children and people in wheelchairs.
- The popular Pines Picnic Area was refurbished with a hard surface area, new sheltered picnic tables and electric barbeques with easy access from nearby parking facilities for people with disabilities.
- The Bushland Nature Trail and Dryandra Lookout were improved and are now more easily accessible, with hard surfaces and nearby allocated parking for people with disabilities.
- Free-guided walks are designed to include people with disabilities and the Kings Park Guides are appropriately trained.
- Young people with disabilities are encouraged to take part in education programs.

Outcome 2: Access to buildings and facilities is improved.

- Circulation paths were established in the Botanic Garden to facilitate access to new Banksia Garden beds.
- Disabled ramp areas improved at the entrance to the Wildflower Festival.
- Creating special access areas for concert and theatre performance to enable safe access and easy exit.

- Major capital works around the State War Memorial created two disabled access paths to link the concourse with the cenotaph.
- The completion of the Old Tearoom Pavilion restoration ensures disabled access as part of an integral heritage component.
- A number of new toilets were provided for people with disabilities in the developed areas.
- Car bays in all car parks were reviewed and the number of ACROD car bays available was increased. Regular patrols of the car parks enable maximum availability.
- Construction planning and contracts include the provision for compliance with legislation on disabled access and Australian Standards.
- The Synergy Parkland includes a disability access ramp at the Cafe Zamia. The Interpretative Windy Walk at the Western Power Parkland has disability access, and part of the play equipment provided has been designed for children with disabilities. Wheelchair height drinking fountains have been provided.
- The Synergy Parkland includes an 'access for all' boardwalk across the lake onto the island and has effective, pictorially explicit interpretive signage.
- Law Walk has been upgraded from concrete slabs to laid concrete to enable better access for all.
- Fraser Avenue Precinct developments included improved disabled access with additional paths and ramps.
- The Kings Park Road/Thomas Road entry into Kings Park and Botanic Garden was upgraded to include safer access provision for people with disabilities.
- New tactile initiatives for a kinaesthetic feel experience have been provided, including on the ground murals, interactive sculptures and artwork.
- A number of improvements were made to the Lotterywest Federation Walkway to provide better access for people with disabilities. Resting areas have been installed along the pathway; ridges inset into the pathway for sight impaired people have been installed; the angle of the interpretive signage has been improved to assist with better visibility for people in wheelchairs; and braille has been added to the new public toilet doors to assist people with sight impairments.
- Rotunda 2 was upgraded from concrete slabs and uneven surrounds, to laid concrete.
- Fraser Avenue Precinct developments included a new retail outlet – *Aspects of Kings Park*. Provision of a boardwalk entry, self-opening doors, polished concrete floor, good lighting, and a range of display heights, allows easy access for all visitors. New public toilets with Braille signage adjacent to the building include improved facilities for parents and people with disabilities.
- The Bali Memorial has access for people with disabilities from Fraser Avenue.
- The Western Australian Ecology Centre in Bold Park and the new Biodiversity Conservation Centre (BCC) in Kings Park and Botanic Garden

are both accessible for people with disabilities, with nearby parking and an elevator in the two-storey BCC.

- The new Reabold Hill Boardwalk includes 'access for all' from the car park to the summit, including parking facilities, interpretive signage placed at suitable heights, tactile sculptures and artwork on the boardwalk itself.
- The Lotterywest Family Area Upgrade in 2006 included the incorporation of disability access initiatives, including more areas accessible for children with disabilities and interactive play equipment.

Outcome 3: Information about functions, facilities and services is provided in formats which meet the communication needs of people with disabilities.

- New signage in Kings Park and Botanic Garden was installed including directional, informational, interpretative and educational signage using international signage standards, such as symbols and design features specifically for people who are visually impaired.
- New signage installation commenced at Bold Park.
- The information brochure for the Self Guided Memorials walk was developed to include access information for the 1.7km tour.
- For convenience, and for people with visual impairment, recorded information is available on the Authority's main telephone line.
- A new website was developed for the Authority which offers more visual imagery and allows people to access relevant information from home.
- Braille was added to the new public toilet doors to assist people with visual impairment.

Outcome 4: Staff awareness of the needs of people with disabilities and skills in delivering services are improved.

- All staff participated in two workshops: the first "Experiencing Disability" enabled staff the opportunity to access picnic facilities from a wheelchair or with a visual impairment; the second workshop provided an overview of disabilities and the requirements of people with disabilities.
- The annual review of the Authority's Disability Services Plan provides a mechanism for increased staff awareness and understanding of the needs of visitors with disabilities.
- The Authority's Park Management Officers are provided with ongoing training to enable them to recognise and assist people with disabilities.
- The Authority provides employment and some work experience placements for people with disabilities, which in turn increases staff awareness and understanding of people with disabilities.
- The Kings Park Guides held a workshop in March 2005 entitled *Guiding for those with Special Needs*. The aims were to increase awareness of the various needs of people with disabilities and to enable the Guides to develop inclusive strategies and provide information on disabled access and services to visitors.

- The Authority's Disability Reference Group was consulted and involved in the planning of major new visitor facilities such as the Lotterywest Federation Walkway and the Lotterywest Family Area.
- In order to promote limited ability access initiatives, volunteer group newsletters regularly remind members of existing and new paths and facilities that have been built for people with limited mobility.

Outcome 5: Opportunities are provided for people with disabilities to participate in public consultations, grievance mechanisms and decision making processes.

- The Authority continues to interact with a large number of disability organisations in the community through bookings of facilities. Staff are responsive to meeting demands and concerns of carers and people with disabilities.
- Consultation forums were held with people with disabilities and the Disability Services Department in planning for the construction, improvement or refurbishment of Authority facilities.
- Public consultation and decision-making opportunities were provided through public consultation processes for reviews of key management plans or changes proposed on Authority lands.
- The Authority's communications process is available to all members of the community and can be accessed via the recently improved website, the enquiries email address, through the Visitor Information Centre or by contacting the main reception of both Parks.
- Annual visitor satisfaction surveys are conducted for both Parks. The results of these surveys are used to determine the Authority's performance and assist with decision-making processes.
- The Wild West Hand Cycling tour, an international cycling event for people with disabilities, was held in Kings Park and Botanic Garden on 22 March 2007.

DAIP Reporting 2005/2006 Annual Report

In 2005/2006 the Authority was required to report on its progress and achievements under the revised DAIP outcomes:

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.

- Parking and set-down areas were provided for people with disabilities, and those accompanying them, during the 2005/06 major events. On ANZAC Day the Authority, in collaboration with the RSL, actively informed participants of disability parking and set-down areas.
- Areas were set-aside at major events for chairs, deck chairs, wheelchairs and space for people to assist those with disabilities.
- For a nominal donation, Daily Living Products provided motorised vehicles to assist people during the 2005 Wildflower Festival.

- One entrance to the Wildflower Festival was established close to the main displays, with nearby, accessible parking designated for people with limited mobility.

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

- Car parks, such as *Zamia Café*, and hard surface pathways, such as paths in the Bushland and along Fraser Avenue, were resurfaced for easier and safer access,
- .The Lotterywest Family Area upgrade included the incorporation of disability access initiatives, including more areas accessible for children with disabilities.
- An increased area was provided at *Stickybeaks* café after the refurbishment of the outdoor area within Ivey Watson Playground in the Lotterywest Family Area.
- New drinking fountains have been installed at the Lotterywest Family Area for easier access by people with disabilities and children.
- The new Tuart toilets in the Botanic Garden have extra large doors to provide for electric wheelchair access, in response to input by a disability reference group providing information on disability issues for the Lotterywest Federation Walkway.
- Braille was added to the new public toilet doors at *Aspects of Kings Park* to assist people with visual impairment.
- All toilets designated for people with disabilities were reviewed and where possible change tables were upgraded to hold adult weight.
- As part of the toilet upgrade, new signs have been planned for all blocks that meet Australian Standards, with Braille and raised symbols, added to the toilet doors to assist people with sight impairments.
- The new *Biodiversity Conservation Centre* was designed and built for access for all, and includes a ramp, an internal elevator and appropriate toilet facilities.
- Refurbishments to the Royal Kings Park Tennis Club, due for completion in 2007, will ensure increased access to all members of the public with development of a new universally accessible complex.
- Construction is underway for a new café in the Fraser Avenue precinct that will provide access for all.
- In 2006, a wheelchair was provided by the Kings Park Guides for the use by the Authority to assist visitors with limited mobility to access the buildings and facilities in Kings Park and Botanic Garden.
- Improvements are planned for the decking on the Lotterywest Federation Walkway to provide better access.

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.

- Interpretative signage in Kings Park and Botanic Garden was placed on the Education section of the website.
- All hard and soft paths were named and signposted to allow easier and safer access.
- For convenience, and for people with visual impairment, recorded information is available on the Authority's main telephone line.
- The Authority's website offers more visual imagery and allows people to access relevant information from home, with all information brochures due to be added in Portable Document Format (PDF).
- Guided sensory tours of *Aspects of Kings Park* shop were provided for people with sight impairments.
- Large format children's storybooks were added to the Ivey Watson Playground, designed for children under five to enjoy and displayed on a 45 degree angled plinth.
- A new Visitor Map was created, identifying all drinking fountains, hard and soft surface paths, all shelters and facilities.
- Further "Access for All" programs are being considered including signage for visitors who are unable to read English.

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.

- The Authority's Park Management Officers were provided with ongoing training to enable them to recognise and assist people with disabilities.
- The Authority provide employment and some work experience placements for people with disabilities, which in turn increases staff awareness and understanding of people with disabilities.
- In order to promote limited ability access initiatives, volunteer group newsletters regularly remind members of existing and new paths and facilities that have been built for people with limited mobility.
- The Guide Training Course offered in 2006, as well as the Master Gardeners Training Course, included the provision of training for communicating effectively with all groups of people, including people with disabilities.
- Further training is to be provided to all Authority staff, particularly those who regularly deal with members of the public.

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

- The Authority's communication's process is available to all members of the community and can be accessed via the website or the enquiries email address, through the Visitor Information Centre or by contacting the main reception of both Parks.

- Visitor surveys were conducted for both Parks. The results of these surveys will be used to determine the Authority's performance and assist with decision-making processes.

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

- Public consultation and decision-making opportunities are provided through public consultation processes for reviews of key management plans or changes proposed on Authority lands e.g., Bold Park Management Plan.