



CITY OF JOONDALUP
ACCESS AND INCLUSION PLAN
2008–2011

This plan is available upon request in alternative formats such as large print, electronic format (disk or email), audio or Braille.

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1.0 Background

1.1 The City of Joondalup

The City of Joondalup's southern boundary is located 15 kilometres north of Perth, positioning it within the northwest metropolitan region, one of the fastest growing areas in Australia. With a population of approximately 160,000 and total land area of 96.55 sq. km, the City is also the second largest local government area in Western Australia by population.

The City is home to over 7,000 businesses with strong health, education, tourism, retail, finance and professional services sectors, all servicing a growing regional population of 275,000 which is expected to increase to 460,000 by 2026.

The City of Joondalup also features 16 kilometres of pristine coastline and prides itself on preserving its clean natural bush land, wetland, marine and coastal environment. Located within the City's marine park is Hillarys Marina, WA's second most popular tourist attraction with over three million visitors per year. The area also features many other well-established regional tourism attractions such as the Joondalup Resort and Golf Course and Yellagonga Regional Park.

At the heart of the northwest metropolitan region is Joondalup City Centre. Home to the Joondalup Learning Precinct, Joondalup Health Campus, the City's major retail precinct and the Central Business District (CBD), the City Centre provides a knowledge and service hub for the region. Due to the strong local economy and tremendous regional growth, the City of Joondalup represents one of Australia's most attractive investment destinations.

1.2 Functions, facilities and services (both in-house and contracted) provided by the City of Joondalup

The City of Joondalup provides:

Services to property including:

- construction and maintenance of roads
- footpaths and cycle facilities
- land drainage and development
- waste collection and disposal
- litter control and street cleaning
- planting and caring for street trees
- numbering of building lots
- street lights
- bushfire control.

Services to the community including:

- provision and maintenance of playing areas and reserves
- parks and gardens and facilities for sporting groups, recreation centres, swimming pools, beaches, halls
- citizenship ceremonies, public library and information services
- environmental health services, senior citizens centres, youth services, financial counselling, cultural services
- safety and security services
- planning for services for people in the community.

Regulatory services including:

- planning of road systems, subdivisions and town planning schemes
- building approval for any construction, addition or alteration to a building
- dog control including the registration of dogs
- development, maintenance and control of parking.

General administration including:

- provision of general information to the public, the lodging of complaints and payment of rates.

Processes of government including:

- ordinary and special Council and committee meetings
- electors meetings
- election of Council members.

1.3 People with disabilities in the City of Joondalup

An Australian Bureau of Statistics survey conducted in 2003 showed that 20.6% of the population in Western Australia, or one in five people, have some level of disability and an estimated 12.6% of Western Australians are carers for people with disabilities.

Between 2006 and 2026 the number of people with disabilities is expected to grow as the population ages. The likelihood of having a disability increases, as people get older. There is expected to be an overall increase of 115.7% in Western Australia over 20 years.

While the population largely is homogenous, 8.4% speak a language other than English as their primary language and are at risk of being isolated from their culture and from family networks.

Based on 2003 figures, 26,151 people within the City of Joondalup have some form of disability with 18,874 people having some level of core activity limitation. Core activities are communication, mobility and self-care.

Total persons with disabilities and total population, 2003 – City of Joondalup

0–14	15–24	25–34	35–44	45–54	55–64	Total aged 0–64	65 and over	Males	Females	Persons (all ages)
Total persons with disabilities										
2,788	2,198	1,963	3,324	5,037	4,709	20,019	6,133	12,925	13,226	26,151
Total population										
32,831	24,572	18,331	25,201	26,463	15,168	142,566	11,887	76,337	78,116	154,453

Source: Australian Bureau of Statistics, 2003

Persons with disabilities by level of core activity limitation, by sex, 2003 – City of Joondalup

Level of core activity limitation	Males	Females	Persons
Profound or Severe	3,034	3,492	6,526
Moderate	2,295	2,819	5,114
Mild	3,652	3,582	7,234
Total persons with core activity limitation(a), all ages	8,981	9,893	18,874
Total persons with disabilities, all ages	12,925	13,226	26,151
Total population, all ages	76,337	78,116	154,453

(a) Total persons with core activity limitation includes only persons with profound, severe, moderate and mild core activity limitations.

Source: Australian Bureau of Statistics, 2003

Persons with disabilities by disability group(a)(b), by age group, 2003 – City of Joondalup

Disability group	0–24	25–44	45–64	Total aged 0–64	65 and over
Sensory	1,420	921	2,313	4,654	2,571
Physical	2,009	3,478	7,262	12,749	4,404
Total persons with disabilities	4,986	5,287	9,746	20,019	6,133
Total population	57,403	43,532	41,631	142,566	11,887

(a) 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.

(b) Estimates of the number of persons with disabilities by disability group by age group are not available for the intellectual, psychological or head injury, stroke or brain damage disability groups.

Source: Australian Bureau of Statistics, 2003

1.4 Planning for better access

The Disability Services Act 1993 (amended 2004) requires that all Local Governments develop and implement a Disability Access and Inclusion Plan (DAIP) to ensure that people with disabilities have equal access to its facilities and services.

Additional legislation underpinning access and inclusion are the Western Australian Equal Opportunity Act 1984 and the Commonwealth Disability Discrimination Act 1992 (DDA). Both of these Acts make discrimination on the basis of a person's disability unlawful. Whilst Action Plans are not compulsory under the DDA, they can assist organisations to become more accessible and inclusive, and can provide some clarity during disability discrimination proceedings. A Disability Access and Inclusion Plan may also satisfy the DDA's requirements for Action Plans.

The City of Joondalup recognises that diverse members of the community may experience access and inclusion issues. These members include people with disabilities, their families and carers, people from diverse backgrounds and cultures, the elderly and people experiencing other access and inclusion issues, such as parents with prams.

To include all of its members, the City of Joondalup has developed an Access and Inclusion Plan (AIP). The City is responsible for the development of this plan, and will seek personal and/or professional knowledge of access and inclusion issues from the community and the Disability Services Commission (DSC) to assist the development, implementation, review and evaluation of the plan.

Implementation of specific strategies within the plan is mainly the responsibility of Managers within each business unit of the City. Recognition of this responsibility will be reflected in annual business plans and budgets where required. Coordination of the implementation of the City's revised AIP will be the responsibility of the City's officers.

1.5 Progress since 1995

The City of Joondalup is committed to including people with disabilities through the improvement of access to its information, facilities and services. Towards this goal, the City adopted its first Disability Service Plan (DSP) in 1995 to address the barriers within the community for people with disabilities.

Since the adoption of the initial DSP, the City has implemented many initiatives and made significant progress towards better access. Some of these include:

- Met the statutory requirements of the Disability Services Act 1993 (amended 2004), by lodging the Disability Access and Inclusion Plan to DSC by 31 July 2006.
- Participated in DSC training, which contributed to the development of a Resource Manual for Local Government for Disability Access and Inclusion Plans.
- Continued to make the Plan available to the community upon request and through the City's website.
- Published disability access and inclusion articles quarterly in Council News.

- Commenced operating a state-of-the-art pool ramp and hoist installed in the redevelopment of the aquatic facility at Craigie Leisure Centre, enabling dignified access to the pool for people with disabilities.
- Purchased a Beach Wheelchair for use during the summer months at Mullaloo Beach, made possible by a grant from the Independent Living Centre submitted by Recreation Services.
- Networked, developed and built additional partnerships with a wide range of government, non-government and community groups that represent and advocate on behalf of people with special needs.
- Promoted Translating and Interpreting Service information through Customer Service to enable people from diverse cultural backgrounds to better access services.
- Worked in partnership with WA Disabled Sports Association and Recreation and Sport Network to provide programs such as Be Active Engagement and Sportslink at the Craigie Leisure Centre.
- Provided traineeships for people with disabilities as well as supporting people with disabilities on work experience in various business units.
- Commenced internal consultation to develop improved reporting processes for business units on the status of the Plan's actions and tasks.
- Partnered with the City of Wanneroo in an application to the WA Local Government Association for a grant to support the implementation of initiatives by Local Government authorities which meet one or more of the desired outcomes for DAIPs.
- Ensuring only authorised vehicles use the designated ACROD bays outside the City's administrative building.

2.0 Access and Inclusion Policy Statement

The following is a statement of intent as the current policy will be required to follow City procedure for amendment.

The City of Joondalup is committed to ensuring that the community is accessible for, equal to and inclusive of all members of the community and visitors.

The City of Joondalup interprets an accessible, equal and inclusive community as one in which people with disabilities, their families and carers, and people from diverse backgrounds and cultures can access and are welcomed to participate in all Local Government functions, facilities and services (both in-house and contracted) in the same manner and with the same rights and responsibilities as other members of the community.

The City of Joondalup recognises that all members of the community are valued and 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 Joondalup also believes that people with disabilities, their families and carers should be supported to remain in the community of their choice.

The City of Joondalup is committed to meeting the Disability Service Standards in its provision of services to people with disabilities.

The City of Joondalup is also 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. Consultation processes continue to be available for all members of the community, including people from diverse backgrounds and cultures.

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

The City of Joondalup will continue to work in partnership with local community groups and businesses to facilitate the inclusion of people with disabilities and from diverse backgrounds and cultures through improved access to information, services and facilities in the community.

The City of Joondalup is committed to achieving the eight desired outcomes of its AIP. These are:

1. People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the City of Joondalup.
2. People with disabilities have the same opportunities as other people to access the buildings and other facilities of the City of Joondalup.
3. People with disabilities receive information from the City of Joondalup 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 City of Joondalup.
5. People with disabilities have the same opportunities as other people to make complaints to the City of Joondalup.
6. People with disabilities have the same opportunities as other people to participate in any public consultation by the City of Joondalup.
7. Provide information, opportunities and encouragement to raise awareness of the community regarding disability, access and inclusion.
8. People with disabilities and from diverse backgrounds have the same opportunities as other people to be employed by the City of Joondalup.

3.0 Development of the Access and Inclusion Plan

3.1 Responsibility for the planning process

The City's staff will oversee the development, implementation, review and evaluation of the plan. This includes responsibility for ensuring that the plan is distributed throughout the organisation and that it is integrated into the business plans of the relevant business units.

3.2 Community consultation process

The draft was made available on the City's web page and in alternative formats upon request for a 30-day comment period, from 3 September to 3 October 2007.

During this time invitations for comments, suggestions and feedback were advertised through the *Joondalup Times* and *Wanneroo Times*. A survey was developed to identify access barriers faced by the community. This survey was sent to over 600 families who have a member with a disability. It was also available online, in libraries and customer services centres. The response rate was 10% of those surveyed.

Three focus groups were organised with key stakeholders. The first group included people with disabilities and from CaLD backgrounds. The second group included organisations that provide services to these groups. The third group was conducted with City staff members.

One-on-one meetings took place with Local Area Coordinators from the Disability Services Commission, people with disabilities and representatives from community organizations that provide services to people with disabilities and from CaLD backgrounds.

The City's staff members were invited to comment about issues identified in the City and in the workplace by a general email.

3.3 Findings of the consultation

While the consultation noted a great deal of achievement in making the City accessible, it also identified a range of areas where there is room for improvement. Some of these issues are already being addressed, whilst others were included in the draft Plan

Key barriers identified through the community consultation include:

- Suitable parking for people with disabilities may not be meeting the needs of this group.
- Lack of ramps to access footpaths.
- Lack of activities and leisure opportunities for people with disabilities.
- Lack of playgrounds with fencing.
- Poor access to beach for people in wheelchairs.

- Information regarding services provided to people with disabilities and from CALD backgrounds need to be better disseminated.
- Activities organised by the City should involve more the CALD communities.
- Lack of access to employment and traineeship opportunities.
- The promotion of the use and availability of AUSLAN and TIS translators to staff and the community.

3.4 Responsibility for implementing the DAIP

It is a requirement of the Disability Services Act that a public authority must take all practical measures to ensure that the AIP is implemented by its officers, staff, agents and contractors.

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

3.5 Communicating the plan to the community

The community will be advised through the local media and the City's website that copies of the plan are available to the community upon request and in alternative formats if required. This will include hard copy in standard and large print, electronic format, audio format on cassette or CD, Braille, email and on the City's website.

As the City amends the AIP, the community will be advised of the availability of updated plans, using the same communication methods.

3.6 Review and evaluation mechanisms

The Disability Services Act sets out the minimum review requirements for public authorities in relation to Disability Access and Inclusion Plans. The City's AIP will be reviewed at least every five years, in accordance with the Act. The AIP Implementation Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues, which may arise. Whenever the AIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

Monitoring and reviewing

- The review of the City's AIP will be included in the AIP 2011–2015, which will be submitted to the Disability Services Commission in 2011. The report will outline what has been achieved under the City's AIP from 2008–2011.
- A report will be prepared each year regarding the implementation of the AIP. A status report will be provided to the Council for endorsement.

4.0 Reporting on the AIP

The Disability Services Act sets out the minimum reporting requirements for public authorities in relation to Disability Access and Inclusion Plans.

The City will report on the implementation of its AIP through its Annual Report and the prescribed progress report template to the Disability Services Commission by 31 July each year. The progress report will outline:

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

5.0 Strategies to improve access and inclusion

The following overarching strategies will guide the actions that the City of Joondalup will undertake from 2008–2011 to improve access to its services, buildings and information. The eight desired outcomes provide a framework for improving access and inclusion for people with disabilities in the City of Joondalup.

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

Strategy	Timeline
Ensure that all events offered by the City, or events taking place in public areas, are organised so that they are accessible and inclusive.	Ongoing
Ensure that all services are delivered in an accessible and inclusive manner.	Ongoing
Develop links between the AIP and other City plans and strategies, and the budget planning.	Ongoing

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

Strategy	Timeline
Ensure that buildings and facilities are physically accessible to people with disabilities or experiencing access issues, in accordance with the Australian Standards for access.	Ongoing
Ensure that all new and redevelopment works provide access to people with disabilities.	Ongoing
Ensure the accessibility of streetscapes.	Ongoing

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

Strategy	Timeline
Incorporate appropriate content into the City's website and intranet.	Ongoing
Provide documentation regarding services, facilities and customer feedback in an appropriate format using clear and concise language.	Ongoing
Improve community awareness that all City information can be made available in alternative formats upon request.	2008
Improve Community awareness that Council meetings are accessible to people with a hearing impairment or people from linguistically diverse backgrounds.	2008
Develop alternative ways of communication between the City and people with disabilities.	2008

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

Strategy	Timeline
Improve and sustain staff awareness of access and inclusion issues and improve skills to provide a good service to people with disabilities.	2008
Improve the awareness of new employees and new Elected Members about access and inclusion issues.	2008

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

Strategy	Timeline
Ensure that current grievance mechanisms and outcome satisfaction survey forms are accessible for people with disabilities.	Ongoing
Improve community awareness about grievance mechanisms.	Ongoing

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

Strategy	Timeline
Improve access for people with disabilities to the established consultative processes of the City.	Ongoing
Improve community awareness about consultation processes in place.	Ongoing

Outcome 7: Provide information, opportunities and encouragement to raise awareness of the community regarding disability, access and inclusion.

Strategy	Timeline
Encourage local businesses and tourist venues to provide accessible facilities.	Ongoing
Investigate and implement ways of encouraging and supporting access and inclusion in the community.	2008-2011

Outcome 8: People with disabilities and from diverse backgrounds have the same opportunities as other people to be employed by the City of Joondalup.

Strategy	Timeline
Review recruitment policies and practices	Ongoing
Continue to provide employment and work experience opportunities for people with disabilities in partnership with disability agencies and schools.	Ongoing
Work to create more accessible and safer workplaces for people with disabilities.	Ongoing

6.0 Implementation Plan

The Implementation Plan itemises actions the City of Joondalup will carry out through 2008–2011 to improve access to its services, information and facilities for people with disabilities.

The Implementation Plan outlines:

- Individual tasks being undertaken.
- A timeline for completion of the individual tasks.
- The officer position or section of the City with responsibility for completing the individual tasks.
- The broad strategy that the individual tasks are supporting.

State Government Access Guidelines for Information, Services and Facilities

The State Government Access Guidelines for Information, Services and Facilities were developed to assist State Government agencies fulfil their social and legislative responsibilities by ensuring that people with disabilities can access services and facilities.

The guidelines provide practical access information and as such apply equally to local government, business and community groups in the provision of their services.

The guidelines were developed by a working party of key stakeholders with the intent being to consolidate existing access information, legislative requirements, policies and resources into one document.

Information sources are generally acknowledged throughout the publication. Also used are the "Accessible Information: Policy and Guidelines for Local Government" adapted from the City of Perth, "Accessible Information Policy and Procedures" by the Western Australian Municipal Association (now the Western Australian Local Government Association), and the Disability Services Commission.

Working Party members

Disability Services Commission (Mr Richard May, Ms Pip Daly Smith)
Ministry of the Premier and Cabinet (Mr Craig Saleeba)
Office of the Auditor General (Mr Neil Brown)
State Library of Western Australia (Ms Yvonne Morant)
Department of Industry and Technology (Ms Fiona Rielly, Ms Bev deBeer)
Department of Housing and Works (Ms Robyn Lloyd)
Independent Living Centre (Ms Ann O'Brien)
Association for the Blind (Ms Carol Solossy)
People With Disabilities WA (Inc) (Mr Christopher Smith)
ACROD (WA Division) (Ms Mallika Macleod)

These guidelines are available in alternative formats on application to:
Disability Services Commission, 146-160 Colin Street, West Perth WA 6005
Telephone: 9426 9325; Country: 1800 998 214; TTY: 9426 9315

The guidelines are also available on the Commission's website at
www.dsc.wa.gov.au under "Publications and Links/Access"

Appendix A: Glossary of Terms and List of Acronyms

Glossary of Terms

Alternative formats	The City, upon request, will provide the requested documentation in a range of formats including computer discs or email attachments of the information, which can be enlarge on a computer screen; enlarged documents in 18 point font or higher if required; enlarged photocopies of documents; audio cassettes or cds of information; Braille copies of information including tactual graphics
AUSLAN	The sign language used by the Australian Deaf and non-vocal commu-nities under normal circumstances and without outside intervention.
Australian Standard	Various Australian Standards set out requirements that must be referred to when making decisions that impact on people with disabilities i.e. Australian Standard 1428 – Design for Access and Mobility
Companion Card	Program where cardholders, people with a profound disability, are not required to pay an admission fee for their companion who is providing attendant care.
Definitions of disability	The Commonwealth 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 practice 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 Organisation). This may or may not be a disability, for example high blood pressure is impairment but not a disability.
Human Rights & Equal Opportunity Commission (HREOC)	Independent statutory organisation whose mission is to foster greater understanding and protection of human rights in Australia and to address the human rights concerns of a broad range of individuals and groups.
Translating and Interpreting Service (TIS)	Provides interpreting services to English and non-English speakers, to help them communicate with clients who do not speak the same language, using telephone interpreting, ATIS - the Automated Telephone Interpreting Service and onsite interpreting.
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 disabilities.
Universal Playground	Playground where children who use wheelchairs, walkers or canes, have developmental disabilities, can use at least 70% of the equipment without leaving their support devices behind.

W3C Guidelines	Provide a series of checkpoints that can be used to ensure that web sites are accessible. Each checkpoint has a priority level assigned by the W3C Working Group based on the checkpoint's impact on accessibility.
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List of Acronyms

ACROD	Australian Council for rehabilitation of Disabled
AEI	Access, Equity & Inclusion
AEIC	Access, Equity & Inclusion Committee
AEIP	Access, Equity & Inclusion Plan
AUSLAN	Australian Sign Language
CD	Compact Disc
CEO	Chief Executive Officer
DDA	Disability Discrimination Act (1992)
DSC	Disability Services Commission of Western Australia
DSP	Disability Services Plan
HREOC	Human Rights & Equal Opportunity Commission
TIS	Translating and Interpreting Service

Appendix B. Objectives to be met in disability access and inclusion plans developed under the Disability Services Act 1993 (amended 2004)

- 1.** Programmes and services are to focus on achieving positive outcomes for people with disabilities, such as increase independence, employment opportunities and inclusion within the community.
- 2.** Programmes and services are to contribute to ensuring that the conditions of the every day life of people with disabilities are the same as, or as close as possible to, norms and patterns which are valued in the general community.
- 3.** Programmes and services are to be integrated with services generally available to members of the community.
- 4.** Programmes and services are to be tailored to meet the individual needs and goals of the people with disabilities receiving those programmes and services.
- 5.** Programmes and services are to be designed and administered so as to meet the needs of people with disabilities who experience additional barriers as a result of their age, gender, aboriginality, culturally or linguistically diverse backgrounds or geographic location.
- 6.** Programmes and services are to be designed and administered so as to promote recognition of the competence of, and enhance the community perception of, people with disabilities.
- 7.** Programmes and services are to be designed and administered so as to promote the participation of people with disabilities in the life of the local community through maximum physical, social, economic, emotional, intellectual and spiritual inclusion in that community.
- 8.** Programmes and services are to be designed and administered so as to ensure that no single organisation shall exercise control over all or most aspects of an individual's life.
- 9.** Service provider organisations, whether disability specific or generic, shall be accountable to those people with disabilities who use their services, the advocates of such people, the State and the community generally for the provision of information from which the quality of their services can be judged.
- 10.** Programmes and services are to be designed and administered so as to provide opportunities for people with disabilities to reach goals and enjoy lifestyles which are valued by the community.
- 11.** Programmes and services are to be designed and administered so as to ensure that people with disabilities have access to advocacy support where necessary to ensure adequate participation in decision making about the services they receive or are seeking.
- 12.** Programmes and services are to be designed and administered so as to ensure that appropriate avenues exist for

people with disabilities to raise, and have resolved, any grievances about services.

13. Programmes and services are to be designed and implemented as part of local coordinated service systems and integrated with services generally available to members of the community. Public sector agencies are to develop, plan and deliver disability programmes and services in a coordinated and pro-active way.
14. Programmes and services are to be designed and administered so as to respect the rights of people with disabilities to privacy and confidentiality.
15. Programmes and services are to have regard for the benefits of activities that prevent the occurrence or worsening of disabilities and are to plan the needs of such activities.
16. Programmes and services are to be designed and implemented to:
 - (a) consider the implications for the families and carers of people with disabilities;
 - (b) recognise the demands on the families of people with disabilities; and
 - (c) take into account the implications for, and demands on, the families and carers of people with disabilities.
17. Programmes and services are to be designed and administered so as to:
 - (a) provide people with disabilities with, and encourage them to make use of, ways of participating continually in the planning, operation and evaluation of services they receive; and
 - (b) provide for people with disabilities to be consulted about the development of major policy, programme or operational changes.

Appendix C: Principles to be furthered in disability access and inclusion plans developed under the Disability Services Act 1993 (amended 2004)

1. People with disabilities are individuals who have the inherent right to respect for their human worth and dignity.
2. People with disabilities, whatever the origin, nature, type or degree of disability, have the same basic human rights as other members of society and should be enabled to exercise those basic human rights.
3. People with disabilities have the same rights as other members of society to realise their individual capacities for physical, social, emotional, intellectual and spiritual development.
4. People with disabilities have the same right as other members of society to services which will support their attaining a reasonable quality of life in a way that also recognises the role of the family unit.
5. People with disabilities have the same right as other members of society to participate in, direct and implement the decisions which affect their lives.
6. People with disabilities have the same right as other members of society to receive services in a manner which results in the least restriction of the rights and opportunities.
7. People with disabilities have the same right of pursuit of any grievance, in relation to services as have other members of society.
8. People with disabilities have the right to access the type of accommodation and employment that they believe is most appropriate.
9. People with disabilities who reside in country areas have a right, as far as is reasonable to expect, to have access to similar services provided to people with disabilities who reside in the metropolitan area.
10. People with disabilities have a right to an environment free from neglect, abuse, intimidation and exploitation.

Appendix D: Principles of Universal Design

The following principles of universal design have been developed by a working group of architects, product designers, engineers and environmental design researchers at the Centre for Universal Design, NC State University, Raleigh, North Carolina.

The seven principles each have guidelines for their application, which include the main elements that should be present in a design that adhere to the principle. Not all guidelines will be relevant to all designs.

These principles of design address only universally useable design and it should be noted that the practice of design involves more than consideration for usability. Designers must also incorporate other considerations such as economic, engineering, cultural, gender and environmental concerns in their design processes.

- Principle One: Equitable use
- Principle Two: Flexibility in use
- Principle Three: Simple and intuitive use
- Principle Four: Perceptible information
- Principle Five: Tolerance for error
- Principle Six: Low physical effort
- Principle Seven: Size and space for approach and use
- Useful Links

[Top](#)

Principle One: Equitable use

The design is useful and marketable to people with different abilities.

Guidelines:

- Provide the same means of use for all users: identical whenever possible, equivalent when not.
- Avoid segregating or branding anyone who uses the design product.
- Provisions for privacy, security, and safety should be equally available for all users.
- Make the design appealing to all who use it.

[Top](#)

Principle Two: Flexibility in use

The design accommodates a wide range of individual preferences and abilities.

Guidelines:

- Provide choice in methods of use.
- Accommodate right-or left-handed access and use.
- Facilitate the user's accuracy and precision.
- Provide adaptability to the user's pace.

Top

Principle Three: Simple and intuitive use.

Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.

Guidelines:

- Eliminate unnecessary complexity.
- Be consistent with use expectations and intuition.
- Accommodate a wider range of literacy and language skills.
- Arrange information consistent with its importance.
- Provide effective prompting for sequential actions.

Top

Principle Four: Perceptible information

The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.

Guidelines:

- Use different modes (pictorial, verbal, tactile) for redundant presentation of essential information.
- Provide adequate contrast between essential information and its surroundings.
- Maximise "legibility" of essential information in all sensory modalities.
- Differentiate elements in ways that can be described (ie, make it easy to give instructions or directions).
- Provide compatibility with a variety of techniques or devices used by people with sensory limitations.

Top

Principle Five: Tolerance for error

The design minimises hazards and the adverse consequences of accidental or unintended actions.

Guidelines:

- Arrange elements to minimise hazards and errors: that is, the most used elements to be the most accessible; hazardous elements to be eliminated, isolated, or shielded.
- Provide warnings of hazards and errors.
- Provide fail-safe features.
- Discourage unconscious action in tasks that require vigilance.

Top

Principle Six: Low physical effort

The design can be used efficiently and comfortably and with a minimum of fatigue.

Guidelines:

- Allow user to maintain a neutral body position.
- Use reasonable operating forces.
- Minimise repetitive actions.
- Minimise sustained physical effort.

Top

Principle Seven: Size and space for approach and use

Appropriate size and space is provided for approach, reach, manipulation and use regardless of user's body size, posture or mobility.

Guidelines:

- Provide a clear line of sight to important elements for any seated or standing user.
- Make reach to all components comfortable for any seated or standing user.
- Accommodate variations in hand and grip size.
- Provide adequate space for the use of assistive devices or personal assistance.

Top

Appendix E: WA Disability Services Standards



Standard 1. Service Access

Each consumer seeking a service has access to a service on the basis of relative need and available resources.

Standard 2. Individual Needs

Each person with a disability receives a service which is designed to meet, in the least restrictive way, his or her individual needs and personal goals.

Standard 3. Decision Making and Choice

Each person with a disability has the opportunity to participate as fully as possible in making decisions about the events and activities of his or her daily life in relation to the services he or she receives.

Standard 4. Privacy, Dignity and Confidentiality

Each consumer's right to privacy, dignity and confidentiality in all aspects of his or her life is recognised and respected.

STANDARD 5. Participation and Integration

Each person with a disability is supported and encouraged to participate and be involved in the life of the community.

Standard 6. Valued Status

Each person with a disability has the opportunity to develop and maintain skills and to participate in activities that enable him or her to achieve valued roles in the community.

Standard 7. Complaints and Disputes

Each consumer is free to raise and have resolved, any complaints or disputes he or she may have regarding the service provider or the service.

Standard 8. Service Management

Each service provider adopts sound management practices which maximise outcomes for consumers.

Standard 9. Protection of Human Rights and Freedom from Abuse and Neglect

The service provider acts to prevent abuse and neglect, and to uphold the legal and human rights of consumers.

Appendix F: Existing City of Joondalup 5-1 Policy Access and Equity

2.0 City of Joondalup Policy 5-1 Access and Equity

POLICY 5-1 ACCESS AND EQUITY

STATUS:	<i>City Policy - A policy that is developed for administrative and operational imperatives and has an internal focus.</i> <i>City policies are referred to Council for review and endorsement.</i>
RESPONSIBLE DIRECTORATE:	<i>Office of the CEO</i>
OBJECTIVE:	<i>To ensure that there is equitable access to the City's information, services and facilities for all residents.</i>

STATEMENT:

The City is committed to ensuring that its activities and services are inclusive of all members, including people with disabilities and their families or carers. The City will make every effort to ensure that any person who lives, works in, or visits the City of Joondalup will not be denied access to any City facility, program, service or information prepared by the City on the basis of personal disability.

This will be achieved through the staged implementation and regular review of the City's Disability Services Plan, which shall incorporate matters relating to:

- Facilities;
- Services;
- Information Dissemination;
- The built environment;
- Staff employment and training;
- Elected Member Induction Program;
- Community consultation; and
- Strategic planning.

Amendments:	CJ213-06/99, CJ206-10/05
Related Documentation:	Disability Service Plan
Issued:	October 2005

Appendix G: State Government Access Guidelines for Information, Services and Facilities

State Government Access Guidelines for Information, Services and Facilities

A guide to assist government, business and community groups to create Western Australia as an accessible and inclusive community.



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1 Introduction to the Guidelines

These guidelines are intended to assist State Government departments fulfil their social and legislative responsibilities by ensuring people with disabilities can access their services and events.

Legislative requirements of the Commonwealth *Disability Discrimination Act (1992)*, (DDA) the State *Equal Opportunity Act (1984)* (EOA) and the Disability Service Plan requirement of the State Disability Services Act (1993) (DSA) are addressed in the guidelines.

The guidelines contain practical information for those responsible for directly providing, or purchasing information, services and facilities to ensure that they are accessible. They focus on accessible information, services and facilities as all Government departments, regardless of their core purpose, use these common elements in achieving their aims. Sources of further information are identified within the text and contact details are provided in Appendices 1 and 2.

Existing State Government requirements are referenced within the guidelines. In addition the *Guidelines on Buying Wisely to Ensure Access for People with Disabilities* developed by the State Supply Commission should be consulted by those involved with the purchasing process (see Appendix 1).

It is recommended that staff be made aware of these guidelines by posting them on departmental Intranet and Internet web pages.

People with Disabilities in the Community

The Australian Bureau of Statistics' (ABS) *Survey of Disability, Ageing and Carers 1998*, identifies 19.5 percent, or one in five people in Western Australia as having a disability.

While people may have a disability at any age, the likelihood of this increases as people get older. For example, almost five percent of the population under five years has a disability compared to almost 50 percent of Western Australians over 60 years of age. The Disability Services Commission estimates that the total number of people with disabilities will increase by 48 percent by the year 2021.

People with disabilities consistently report that they do not have the same opportunities as others to participate in community life. They face daily barriers such as being unable to hear what is said, see print, climb stairs or understand signage.

Most barriers that people with disabilities experience in relation to information, services and facilities can be avoided through informed planning and management, frequently at little or no additional cost.

Good access also benefits other members of the community including the family, friends and carers of people with disabilities, parents with prams, seniors and those with a temporary disability through accident or illness.

Legislation

State and Commonwealth legislation recognises that people with disabilities should have the same opportunities as others to join in all aspects of community life,

including access to premises. The DSA and the DDA are particularly relevant in this area.

The DSA requires State Government departments and Local Governments to have a Disability Service Plan and to report on the implementation of their plan's access initiatives in their annual report.

The DDA aims to provide uniform protection against discrimination for all people with disabilities in Australia. The DDA requires that people with disabilities be able to access any building that the public is entitled to enter and use, and have access to any services and facilities provided in those buildings. The Act applies to all levels of government and the private sector.

The DDA allows for individuals to complain to the Human Rights and Equal Opportunity Commission (HREOC) if they consider that they have been discriminated against because of their disability. In certain situations a defence of "unjustifiable hardship" is provided for in the Act. The DDA allows an agency to develop and lodge an action plan that demonstrates the agency's commitment to accessibility and it may also assist an agency if a disability discrimination action is brought against it.

2 Accessible Information

People with disabilities frequently experience difficulty in accessing public information. The types of disability that impact on an individual's ability to access information include hearing loss or deafness, impaired vision or blindness and disabilities that affect the ability to learn or process information (such as intellectual disability and psychiatric illness). Many communication difficulties can be avoided by providing people with a range of communication options so that they can use the one that best suits their needs. More detail on information provision is available in the Information Checklist in the *Access Resource Kit* developed by the Disability Services Commission (see Appendix 1).

Printed information

It is recommended that printed information:

- is made clear and easy to understand through the use of plain English, short sentences, clear headings, no jargon and through the use of pictures or diagrams where appropriate;
- is made clear and easy to read by using a minimum font size of 12 point, and where possible 14 point or larger on brochures and advertising. The use of photocopiers for enlarging text may be an acceptable solution in some situations, however reformatting is preferred to photocopying as this can result in unwieldy A3 sheets, truncated copy and copies of poor quality;
- is produced in a plain and, where possible, sans serif font such as Arial or Helvetica;
- uses text of a dark colour that significantly contrasts with the background;
- is printed on matt, non-reflective paper;
- displays important information in bold and larger print;
- avoids using upper case only, as this is more difficult to read;
- avoids underlining;
- uses a minimum of italics and hyphenation; and

- avoids combining red and green colours in lettering, as this provides poor contrast and is difficult for people who are colour blind to read.

PowerPoint presentations

It is recommended that PowerPoint presentations:

- follow the above principles for printed information wherever appropriate;
- use a minimum of 24 point font size in Helvetica or Arial; and
- avoid text over graphics and other busy backgrounds.

Internet and Intranet Accessibility

The objective of creating accessible web content is to reduce the barriers faced by the wide variety of people who try to access information and services on the Internet. These groups include people with disabilities, people in rural and remote areas who have slow Internet connections and people using alternative technologies to a computer, such as mobile phones to access web sites.

The Premier's Circular number 2002/14, *Website Standards*, provides guidance and a consistent approach to website design and maintenance. The *Guidelines for State Government Web Sites* is available from the Department of Industry and Technology (see Appendix 1).

The State Government website guidelines base access requirements on the internationally recognised *Web Content Accessibility Guidelines* developed by the World Wide Web Consortium (W3C). The W3C Guidelines provide a series of checkpoints that can be used to ensure that web sites are accessible. Each checkpoint has a priority level assigned by the W3C Working Group based on the checkpoint's impact on accessibility.

The State Government guidelines recommend that web sites should:

- at the very least meet the W3C Priority 1 level of accessibility;
- meet the W3C Priority 2 level of accessibility; and
- ideally meet the W3C Priority 3 level of accessibility in order to obtain optimal accessibility for all users.

It is important that website development specifications include information concerning the need to comply with the W3C accessibility guidelines and which priority level the website design should achieve.

Signage

All external and internal signage should be positioned to be clearly visible to people with a disability, in accordance with the Building Code of Australia (BCA), Australian Standards, AS 1428.1 and AS1428.2. International Symbols, maps and other graphics may be useful. The *Australian Standard, AS 2899.1, Public Information, Symbols and Signs* is also relevant.

Better Hearing signs on Public Counters

These stand-up counter cards contain information for staff about communicating with people with hearing impairments. It is recommended that they are placed on all public counters. Better Hearing Kits are available from Better Hearing Australia, WA (see Appendix 2).

Captioning TV Advertisements and Videos

The Premier's Circular number 19/01, issued on 24 September 2001 requires captioning of Government TV commercials and videos.

The circular states:

"It is essential that Ministers and their various agencies be informed of the importance and application of captioning. Please direct your agencies to ensure that the following requirements are met in relation to Government TV commercials and videos:

- *Closed captions must be provided on all Government TV advertising including commercials, sponsorships, community service announcements and billboards.*
- *Open captions must be provided on all Government videos when the videos are:*
 - *Being shown in a Government office, at an exhibition or trade show, or as part of a public display;*
 - *Given, lent, sold or hired; or*
 - *Used for training.*

Sponsorships, billboards and community service announcements are commonly used terminology in the Media industry and represent different forms of electronic commercials. The word "billboard", in this context, is a form of sponsorship commercial that appears on TV."

The Circular contains more detail and is available from the Department of Premier and Cabinet (see Appendix 1).

Providing Information in Formats that meet Communication Requirements of People with Disabilities.

Information in alternative formats should be provided on request from a person with a disability. Information can usually be provided in alternative formats for little or no additional cost to the provider (See Appendix 2).

The most appropriate alternative format can vary according to an individual's specific communication requirements and can include use of:

- the Internet website;
- e-mail;
- computer disk;
- audio cassette;
- large print text;
- 990RPH Information Radio;
- audio loops (with appropriate signage) that are fitted for public meetings and events where public address systems are used;
- captioning of any videos or films, including advertisements, produced by the Department;
- AUSLAN (sign language) interpreting service;
- a Telephone Typewriter (TTY) or the ACE telephone interpreting service; and

- Braille format, if requested.

State Government departments should publicise that their information is available in alternative formats on request from a person with a disability on:

- documents with a statement that reads, "This publication is available in alternative formats such as computer disc, audiotape or Braille, on request from a person with a disability", or words to that effect; and
- to the community, through initiatives such as:
 - newsletters / publications;
 - community newspapers;
 - Information Radio;
 - TV announcements with captions for people with a hearing impairment;
 - notices where public documents are displayed in libraries and other facilities; and
 - informing disability agencies and disability support organisations.

3 Accessible Services

People with disabilities frequently report experiencing difficulty in their contacts with staff of Government agencies. Barriers faced can be physical, attitudinal and procedural.

Staff awareness of access barriers in the delivery of services is the most important factor in creating accessible services. Disability awareness should be an integral part of staff awareness training programs for all staff, but especially so for counter staff, receptionists, policy officers, management, transport drivers, police officers, educational staff, librarians, hospital staff, and park rangers.

Staff Awareness

Staff awareness training should inform staff about barriers to access for people with disabilities and what action to take to avoid these barriers when planning and delivering services. It is also important that staff know how to plan events and consultations so that they are accessible to people with disabilities.

The Disability Services Commission has jointly produced various resources including the *You Can Make A Difference To Customer Relations For People With Disabilities -In Local Governments And State Government Agencies* and an *Access Resource Kit* with information about access barriers and staff access awareness surveys for agencies to use.

Consulting Customers

People with disabilities form an increasingly important segment of the customer base of Government departments and need to be able to participate in any consultative processes. These may include consultations, decision making processes such as advisory committees, grievance mechanisms including complaints processes and quality assurance processes.

The Department of Premier and Cabinet publication, *Consulting Citizens: A Resource Guide* provides a comprehensive reference for consultation processes (see Appendix 1). In addition, a checklist, *Creating Accessible Events* developed by the Disability Services Commission is included to inform those planning events (see Appendix 3).

4 Access to Buildings and Facilities

Major developments are taking place to ensure that people with disabilities can have better access to buildings and facilities. These developments are particularly relevant to those in State Government departments responsible for designing, building, owning, managing, leasing, operating or regulating the use of public buildings and facilities.

Inappropriate design within the built environment frequently results in people with disabilities being unable to participate fully in community life because they have difficulty with everyday activities such as hearing public announcements, reading signs, opening doors, using stairs or entering public buildings.

Informed planning and design plays a vital role in enabling people of all ages and abilities to participate in community life. Given this, and the usual lifespan of buildings, it is crucial that current best practice guidelines are followed when buildings and facilities are being built or refurbished by government or with government funds.

Legislation and the Built Environment

The rights of people with disabilities, including access to premises, is recognised by State and Commonwealth legislation. The DDA is of particular relevance. Prior to the introduction of the DDA all legislative access requirements were contained in the *BCA*, which sets out the minimum requirements of building design and construction throughout Australia. A development that complies with the *BCA* may not now meet the access requirements of the DDA. Currently the *BCA* is being reviewed so that its access requirements can be upgraded to be consistent with those of the DDA. It is envisaged that in the future the *BCA* will be included as part of a DDA Standard on Access to Premises.

The Disability Discrimination Commissioner has released *Advisory Notes on Access to Premises* (see Appendix 1). While these advisory notes are not legally binding, they have been prepared by the Commissioner to assist people to understand their existing responsibilities and rights under the DDA. It is recommended that these advisory notes are followed until there is a DDA Standard on Access to Premises. There are a number of Australian Standards on access referenced in both the HREOC Advisory Notes and the *BCA*. These Standards have been developed through a wide consultation process involving key stakeholders.

State Government Access Requirements for Buildings and Facilities.

To achieve access in the built environment State Government departments should ensure that:

- the provision of appropriate access for people with disabilities is an integral part of any services provided, funded or contracted out; and
- the design and construction of all public buildings and facilities funded by Government comply with the *BCA* and the requirements of the DDA as detailed in the *Human Rights and Equal Opportunity Commission Advisory Notes on Access to Premises*.

It is essential that the design brief for buildings and facilities specifically addresses access provision requirements.

It is recommended that access consultants are engaged as part of the design team throughout the planning and construction phases of major projects to ensure that access is appropriately addressed. Information about access consultants can be obtained from the Association of Consultants in Access, Australia Inc (see Appendix 1).

More information about access provision, and a building and facilities checklist is available in the Disability Service Commission's resource *BUILDINGS - A Guide to Access Requirements* (see Appendix 1).

Appendix 1

Guidelines on Buying Wisely to Ensure Access for People with Disabilities
State Supply Commission
www.ssc.wa.gov.au/pol_guide/disabilities.

Access Resource Kit – Information Checklist
Disability Services Commission
www.dsc.wa.gov.au/access

Guidelines for State Government Web Sites
Department of Information and Technology.
www.indtech.wa.gov.au/govt/polguides/websites/index.htm

Premier's Circular no 19/01, Captioning of Government TV commercials and videos.
Department of Premier and Cabinet
www.dpc.wa.gov.au/psmd/pubs/legis/premierscirc/2001_19.pdf

Advisory Notes on Access to Premises.
Human Rights and Equal Opportunity Commission
www.hreoc.gov.au/disability_rights/standards/Access_to_premises/premises_advisory.htm

Association of Consultants in Access, Australia Inc.
www.access.asn.au/ACA/aust.htm

BUILDINGS - A Guide to Access Requirements
Disability Service Commission
www.dsc.wa.gov.au/access

The Community Access and Information Branch at the Disability Services Commission has a range of resources to assist with the development of environments and events that are accessible to people with disabilities.

Community Access and Information Branch
Disability Services Commission
146-160 Colin Street, West Perth WA 6005
Ph: (08) 9426 9384
Fax: (08) 9481 5223
TTY: (08) 9426 9315
Email: access@dsc.wa.gov.au

Appendix 2

Organising Information in Alternative Formats Information and Indicative Schedule of Costs – September 2002

ALTERNATIVE FORMAT	DESCRIPTION	CONTACT	APPROXIMATE COST
E-mail attachment	-	-	No extra cost
Large print (18 pt. font)	-	-	No extra cost
Computer disk	-	-	\$10
CD	-	-	\$10
Audio cassette	A service that converts text documents into audio cassette format.	Association for the Blind Ph: 9311 8202	Master recording \$1.20 per minute of recorded time : (1 week prior notice required.) \$7.50 per extra cassette copy.)
Audio loops	An audio loop consists of an amplifier and long cable which transmits sound from a public address system to the hearing aids of people who are positioned inside the loop cable. Audio loops are available for hire to assist people with a hearing impairment at public events.	Better Hearing Australia Ph: (08) 9328 7938	\$100 for the first day, then \$80 for each day after (\$100 bond)
Better Hearing Kits	These stand-up front counter cards contain information for staff about communicating with people with hearing impairments.	Better Hearing Australia Ph: (08) 9328 7938	No extra cost
AUSLAN Interpreting	Australian Sign Language (AUSLAN) Interpreting Service.	The WA Deaf Society Inc Ph: (08) 9443 26 77	\$110 for 2 hours, then \$27.50 each following half hour. <i>(at least 2-3 days prior notice required.- more preferred)</i>

ALTERNATIVE FORMAT	DESCRIPTION	CONTACT	APPROXIMATE COST
ACE National Relay Service (or telephone interpreting)	This 24 hour service is provided through the Australian Communication Exchange (ACE) and involves relaying messages from a voice phone user to a deaf or hearing impaired person who uses a telephone typewriter (TTY).	Australian Communication Exchange Ph: 1800 652 201 / 13 25 44	No extra cost - price of the call <i>(Both parties must be registered first, by dialling the 1800 information number.)</i>
Captioning	Advice and assistance with captioning of videos and films and is available from:	<ul style="list-style-type: none"> • Facilities Manager Australian Caption Centre Ph: (08) 9449 9874 • Christine Avery Channel 7 Ph: (08) 9344 0777 	Available on request.
Braille		Association for the Blind Ph: (08) 9311 8202 email: braille@abwa.asn.au	<i>Master Transcription</i> \$5.50 per Braille page then 66c per copy of page. <i>(2 Braille pages to one A4 page. Min. charge of \$10.)</i>