



Rottnest Island Authority
Disability Access and Inclusion Plan
2019-2024

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Acknowledgements

The Rottnest Island Authority acknowledges the input received from staff and members of the community who have contributed to the development of this plan.

Accessibility

Copies of this document are available in alternative formats if required, including hard copy in standard and large print, electronic format, audio formats, by email and on the authority's website.

Further information

If you have any questions relating to disability access and inclusion, please email enquiries@rotnnestisland.com .

Background

The Department of Biodiversity, Conservation and Attractions

The Department of Biodiversity, Conservation and Attractions (DBCA) was formed on 1 July 2017.

The Rottnest Island Authority (RIA) forms part of DBCA but is an independent entity for the purposes of the *Disability Services Act 1993*.

Role of DBCA

Promote biodiversity and conservation to enrich people's lives through sustainable management of Western Australia's species, ecosystems, lands and the attractions in the department's care.

DBCA's mission is to:

- Manage Western Australia's parks, forests and reserves to conserve wildlife, provide sustainable recreation and tourism opportunities, protect communities and assets from bushfire and achieve other land, forest and wildlife management objectives.
- Inspire and act for wildlife conservation.
- Conserve and enhance Kings Park and Botanic Garden and Bold Park with the community, and to conserve biological diversity generally.
- Grow visitor numbers and yield by providing best-in-class tourism products, experiences and service while enhancing Rottnest Island's unique heritage and environment.
- Provide scientific excellence and deliver effective conservation of Western Australia's biodiversity.

Operations of the Authority

The Rottnest Island Authority is a statutory authority, created by the *Rottnest Island Authority Act 1987* (the RIA Act) and administers the *Rottnest Island Regulations 1988*. It is responsible to the Minister for Tourism. The RIA's functions under the RIA Act are to:

- Provide and operate recreational and holiday facilities on the Island;
- Protect the Island's flora and fauna; and
- Maintain and protect the Island's natural environment and man-made resources, and to the extent that the authority's resources allow, repair its natural environment.

There is a broad range of services and operations managed by the RIA that impact visitors to Rottnest Island, and these are listed below:

Accommodation

RIA self-contained units
Kingstown Barracks hostel and group accommodation
Camping ground
Reservations and reception

Visitor Services and Facilities

Visitor Services
Boating facilities
Bike and recreational equipment hire
Events and functions
Playgrounds and family entertainment facilities

Natural Environment

Marine and terrestrial environment services
Park services

Cultural Heritage

Heritage conservation

Infrastructure

Infrastructure management such as jetties, roads and pathways
Utility services such as water, power and waste management
Public ablutions

Planning for better access

According to the Australian Bureau of Statistics almost one in five Australians reported living with disability (18.3% or 4.3 million people).

It is a requirement of the *WA Disability Services Act 1993 (amended 2004)* that all public authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the authority will ensure that people with disability have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the *WA Equal Opportunity Act 1984*, *Commonwealth Disability Discrimination Act 1992* and the United Nations Convention on the Rights of Persons with Disabilities.

Access and inclusion policy statement

Western Australia has a beautiful, diverse, and supportive environment that provides material, aesthetic and spiritual benefits. These values should be regarded as an essential part of the livelihood and quality of life of all Western Australians, including people with disability.

RIA is committed to consulting with people with disability, their families and carers, and disability organisations to ensure that barriers to access and inclusion are addressed appropriately. The authority's policy on access and inclusion is to ensure that everyone in the community is able to access, use and enjoy Rottnest Island and the associated facilities and services provided by RIA to the extent that the authority's resources allow. This will be achieved by fulfilling the seven desired outcomes of the DAIP.

The DAIP provides a framework for the identification of areas where access and inclusion can be improved within RIA. The *Disability Services Act 1993* outlines seven outcome areas to be implemented by RIA staff and its agents and contractors:

1. People with disability have the same opportunities as other people to access the services of, and any events organised by a public authority.
2. People with disability have the same opportunity as other people to access the buildings and facilities of a public authority.
3. People with disability 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.
4. People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of the public authority.
5. People with disability have the same opportunities as other people to make complaints to a public authority.
6. People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

7. People with disability have the same opportunities as other people to obtain and maintain employment with the authority.

Progress

The authority adopted its first Disability Services Plan (DSP) in 2002 to address the barriers for people with disability wanting to access the authority's services and facilities.

The review of the DAIP 2012-2017 has shown that strategies were successful in achieving improvements in access and inclusion. Some of these are:

- Rottnest Island events are made accessible as possible by proactively considering special needs in the planning stages. Request for special needs have been included in checklists for accommodation bookings and check-ins.
- Improved access at Stark Bay from the bus stop to the toilet facility.
- Provision of specialty hire equipment for guests requiring mobility assistance, such as electric scooters (gophers), beach wheelchairs and disability bicycles.
- Eight Rottnest holiday units have wheelchair disability access.
- There are various facilities in the Main Settlement with wheelchair access, including ablution blocks and ramps. The majority of public retail facilities such as the Visitor Centre, Bike Hire, Hotel Rottnest and Rottnest Lodge have wheelchair access.
- Details and photos of the You're Welcome access initiative on RIA's website are maintained and regularly updated.
- New Wadjemup Bidi Trailhead and primary signs have been installed to assist with disabled navigation and bus stop location signage has been implemented.
- RIA provides a number of kiosk booking facilities on the Island which are wheelchair accessible.

RIA welcomes opportunities to be part of programs which have been developed to enhance the involvement of people with disabilities in the community. Such programs include the Companion Card program and the "You're Welcome" access initiative, both of which are promoted and supported by RIA.

The authority's new plan will focus on ensuring that the authority continues to provide a high standard of access and inclusion. In March 2018 the authority engaged an external consultancy firm to complete a full access audit of the Rottnest Island township buildings and pathways to identify the current accessibility status for people with disability and make recommendations to improve areas for users with disability.

Development of the Disability Access and Inclusion Plan 2019-2024

Community consultation process

In 2018, the authority commenced a process to review its DAIP 2012-2017 and draft a new five-year DAIP to guide further improvements to access and inclusion.

The process included:

- Review of the 2012-2017 DAIP, and subsequent review of reports to see what has been achieved and what is still in progress.
- Inclusion of new strategies to achieve Outcome 7: People with disability have the same opportunities as other people to obtain employment with the authority.
- Review of other relevant authority documents and strategies.
- Investigation of contemporary trends and good practice for access and inclusion.

- Consultation with key staff.
- Review of DAIP's developed by other agencies.
- Consultation with the community.

The following consultation and communication strategies were used:

- The authority's public website.
- *The West Australian* newspaper.
- Copies of the plan emailed to community stakeholders.
- Staff advised via the intranet.

Promotion of the DAIP

Following consultation, the DAIP was finalised and submitted to the Department of Communities. The community was informed of the final DAIP through an advertisement in *The West Australian* newspaper and a copy of the DAIP is located on the authority's website.

Responsibility for implementing the DAIP

It is a requirement of the *Disability Services Act 1993* that public authorities must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors through seeking annual feedback on DAIP initiatives.

Implementation of the DAIP is the responsibility of all business units of the authority. The corporate executive of the authority will guide the overall implementation of the plan.

The plan is presented using a table to outline the:

- broad strategy that the individual tasks are supporting;
- individual tasks being undertaken; and
- officer position or business unit area with responsibility for completing the individual tasks.

Review and evaluation mechanisms

The *Disability Services Act 1993* sets out the minimum review requirements for public authorities in relation to DAIPs. The authority's DAIP will be reviewed at least every five years, in accordance with the Act. The DAIP 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 Department of Communities.

Reporting on the DAIP

Review and monitoring

- Each year the authority will prepare a report on the implementation of the DAIP that will be included in the Annual Report.

Evaluation

- Once a year the authority will advise the community regarding the implementation of the DAIP by placing the updated plan on its website. Feedback will be requested from the community on the effectiveness of the strategies that have been implemented.
- In seeking feedback, the authority will also seek to identify any additional issues that were not identified in the initial consultation.
- Authority staff will also be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.
- The DAIP will be amended based on the feedback received as appropriate.

Strategies to improve access and inclusion

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

Strategy	Task	Responsibility
1.1 Staff are made aware of the DAIP and their responsibilities associated with the plan.	The plan is placed on RIA's intranet and staff are advised via broadcast email. Annual reminder. Staff with specific responsibilities under the plan, are provided with a copy. New staff are made aware of the plan via the induction program.	Human Resources
1.2 Endeavour to make any public events organised accessible to people with disability.	Endeavour to make all RIA events as accessible as possible for people with disability by proactively considering special needs in the planning stages of all events.	Director Marketing and Events
1.3 Continue the authority's commitment to the Companion Card program.	The initiative is funded by the Department of Communities Disability Services and administered by National Disability Services WA. The Companion Card can be used for bus travel around the Island as well as access to various paid sites on the Island.	Director Visitor Services

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

Strategy	Task	Responsibility
2.1 Promote awareness of the authority's participation in the <i>You're Welcome WA</i> Access Initiative.	The initiative is promoted via DBCA, the Rottnest Island website and other media sources/publications.	Director Marketing and Events
2.2 Ensure that wheelchairs, electric scooters (gophers) and beach wheelchairs are available for hire. Ensure the Island has a wheelchair compatible shuttle bus for access to and from the ferries.	Audit access on Rottnest Island for people with disability and address any problems identified.	Director Visitor Services
2.3 Ensure that reception areas are accessible to people with disability.	Audit reception areas and address any problems identified. Interventions could include addressing access issues, providing hearing loops or audio guides.	Director Visitor Services

2.4 Where practical and appropriate all new recreation facilities are accessible to people with disability.	Site plans will be developed with consideration of universal access and any reasons for not implementing universal access documented.	Director Infrastructure
2.5 Ensure that the authority's lessees, contractors and other agents work towards and manage their operations in accordance with the authority's Disability Access and Inclusion Plan outcomes.	RIA to ensure its lessees, contractors and other agents are made aware of the authority's DAIP and its list of outcomes which need to be managed within their operations.	Director Contracts
2.6 Ensure access friendly holiday accommodation is available to people with disability.	Access friendly holiday accommodation is available in various locations for the use of ACROD cardholders during peak periods.	Director Visitor Services
2.7 Ensure, to the extent that the authority's resources allow, that Rottneest Island meets best practice disability access.	<p>Clearly identify, prioritise and fund, to the extent that the authority's resources allow, access works in the annual review and development of the authority's capital works program.</p> <p>Projects to be considered based on feedback from public and the authority's own access audits.</p> <p>Consider fundamental improvements such as:</p> <ul style="list-style-type: none"> • Works to public ablutions and toilets to ensure they meet access standards as a minimum consideration. • Ramps to buildings with appropriate gradient. • Automatic doors to public buildings as practical. • Transport options for people with disabilities; and options for a range of ages and abilities. • Subject to the consideration of "universal access" in all refurbishment, maintain and/or increase the number of specifically designed accessible units subject to the requirements and utilisation. • Investigate and provide contemporary solutions for beach and water wheelchair access at main swimming locations on a seasonal basis. • Investigate, provide and maintain contemporary solutions for accessible fishing locations. 	Director Infrastructure/ Executive

Outcome 3: People with a disability 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.

Strategy	Task	Responsibility
3.1 Ensure that the authority's website continues to meet contemporary good practice and applicable legislative requirements for access for people with disability.	Review and update accordingly. Assess opportunities for using new technologies in the distribution of information about Rottneest Island, in particular enhancements via the internet.	Media and Communications Manager
3.2 Continue to provide information in alternative formats.	Provide information in alternative formats.	Media and Communications Manager
3.3 Ensure that all publications are written in plain English and are easily accessible	Review all publications and ensure they meet best practice disability access requirements. Consider the needs of individuals with dyslexia in written communication.	Media and Communications Manager
3.4 Ensure that signage on the Island is accessible and practical to people with disability.	Evaluate signage on the Island to ensure it is accessible and practical to people with disability. Consider the needs of individuals with colour blindness when colour coding signage.	Director Infrastructure/ Executive

Outcome 4: People with a disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of the public authority.

Strategy	Task	Responsibility
4.1 Improve volunteer awareness of disability access issues.	Include disability awareness training for volunteer guides.	Director Visitor Services
4.2 Provide disability awareness training to staff.	Include comprehensive information about accessible facilities and services on Rottneest Island in the authority's induction. Ensure staff who have direct contact with the public complete <i>Accessible Information Training</i> .	Human Resources
4.3 Review visitor feedback.	Monitor and consider feedback from visitors relating to disability access.	Director Marketing and Events

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

Strategy	Task	Responsibility
5.1 Monitor and address complaints received about disability access.	Broadcast email to advise staff that any complaint relating to disability access should be addressed locally and to advise the Director Infrastructure of the complaint.	Director Infrastructure
5.2 Ensure current complaints policy and procedure is accessible for people with disability.	Review and revise current mechanisms for complaints handling. Ensure policy and procedure is available to the community via the authority's website.	Director Marketing and Events
5.3 Improve staff knowledge of complaint handling from people with disability.	Ensure staff who have direct contact with the public complete <i>Accessible Information Training</i> .	Human Resources

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

Strategy	Task	Responsibility
6.1 Ensure that consultations with the public are held in an accessible manner.	Continue to promote the use of public participation via a variety of consultation methods.	Media and Communications Manager
6.2 Seek a broad range of views on disability and access issues from the community.	Selected Infrastructure staff to attend disability forums and workshops.	Director Infrastructure

Outcome 7: People with a disability have the same opportunities as other people to obtain and maintain employment with the authority.

Strategy	Task	Responsibility
7.1 Simplify recruitment processes.	Simplify the application process.	Human Resources
7.2 Provide disability access to employees at the E shed offices	Engage with the E shed landlord to explore how to provide disability access to employees	Human Resources/ Business Services
7.3 Accommodate employee requests for flexible work arrangements.	Support flexible working requests where possible.	Human Resources
7.4 Provide disability awareness training for RIA staff.	Develop disability awareness training. Provide minimum of two training sessions per year.	Human Resources

7.5 Measure equity and diversity outcomes.	Submit data quarterly to PSC via the HR MOIR report.	Human Resources
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