



## Rottnest Island Authority

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# Disability Access and Inclusion Plan 2012 – 2017

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July 2012

## **FOREWORD**

Every year over hundreds of thousands of people from a wide variety of backgrounds and a range of ages and abilities visit Rottnest Island. The Rottnest Island Authority (RIA) endeavours to make sure a rewarding holiday experience is provided by offering services and facilities which meet the broad range of expectations of these visitors.

The RIA is committed to providing services and facilities for people with disabilities, their families and their carers where possible on Rottnest Island.

The 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 the RIA.

In developing its third Disability Access and Inclusion Plan, the RIA is again provided with an opportunity to look at how it can improve its operations to ensure Rottnest Island becomes an accessible tourism destination for people with disabilities.



Paolo Amaranti  
CHIEF EXECUTIVE OFFICER

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Note: The Rottnest Island Disability Access and Inclusion Plan can be made available on request in electronic format, print format in standard and large font sizes and in audio format. Contact details are found in Schedule 2 of this document.

## **ROTTNEST ISLAND AUTHORITY PROFILE**

The Rottnest Island Authority (RIA) 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 and is governed by members appointed by the Governor on the nomination of the Minister. The RIA's functions under the RIA Act are to:

- Provide and operate recreational and holiday facilities on the Island;
- Protect the Island's fauna and flora; 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.

### **Vision**

Rottnest Island is a model of ethical tourism based on financial, environmental and social sustainability.

### **Operations of the Authority**

There is a broad range of services and operations managed by the RIA that impact the visitor 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**

Marketing and Information  
Boating Facilities  
Tours and Transport  
Bike and Recreational Equipment Hire  
Events and Functions  
Picture Hall and Fun Park

#### **Natural Environment**

Marine and Terrestrial  
Park Services including Rangers  
Education and Interpretation

#### **Cultural Heritage**

Heritage Conservation  
Cultural Heritage Promotion and Interpretation

#### **Works and Contracts Management**

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

## **PEOPLE WITH DISABILITY IN WESTERN AUSTRALIA**

The Australian Bureau of Statistics survey of Disability Ageing and Carers (SDAC, 2003) estimated 405,500 Western Australians have a disability (20.6 per cent of the population). Of the 405,500 Western Australians with disabilities, 115,800 people have profound or severe core activity limitation.

Core activities include:

- Self-care, such as bathing or showering; dressing; eating; toileting;
- Mobility, such as moving around at home and in the community; getting into or out of a bed or chair; bending and picking up an object from the floor; and using public transport; and
- Communication, such as understanding and being understood by others, including strangers, family and friends.

### **Numbers of Western Australians with disabilities**

(Australian Bureau of Statistics survey of Disability Ageing and Carers 2003, most recent survey)

WA Population: 1,964,100

Population with disabilities: 405,500

Population without disabilities: 1,558,600

People with other activity limitation: 289,700

People with profound or severe core activity limitation: 115,800

An estimated 246,800 Western Australians are carers for people with disabilities (12.6 per cent of the population).

Of the 246,800 carers in Western Australia:

- 38,800 carers (15.7 per cent of all carers) are primary carers, assuming the main responsibility for meeting the basic daily needs of a person with disabilities;
- of these primary carers, 31,400 live in the same household as the recipient of care;
- 17,300 primary carers (or 44.6 per cent of primary carers) have disabilities; and
- 208,000 carers (84.3 per cent of all carers) provide a range of assistance to meet the basic support needs of people with disabilities but are not primarily responsible for the person's day-to-day care.

## **PLANNING FOR BETTER ACCESS**

It is a requirement of the *Disability Services Act 1993* (amended 2004) that public authorities develop and implement a Disability Access and Inclusion Plan (DAIP) so that people with disability have the same opportunities as others to access services, facilities and information.

Other legislation underpinning access and inclusion includes:

- *WA Equal Opportunity Act 1984*;
- *Commonwealth Disability Discrimination Act 1993*; and
- United Nations Convention on the Rights of Persons with Disabilities.

### **Our commitment to access and inclusion**

The Rottneest Island Authority is committed to continually improving access and inclusion for people with disability, their families and carers. It strives to ensure Rottneest Island's services and facilities achieve the highest standards in access and inclusion, to the extent that the Authority's resources allow.

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

1. People with disabilities have the same opportunities as other people to access the services of, and any events organised by, a public authority.
2. People with disabilities have the same opportunity as other people to access the buildings and facilities of a public authority.
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.
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 the public authority.
5. People with disabilities have the same opportunities as other people to make complaints to a public authority.
6. People with disabilities have the same opportunities as other people to participate in any public consultation by a public authority.

## **SIGNIFICANT ACHIEVEMENTS OF THE DISABILITY ACCESS AND INCLUSION PLAN 2007-2012**

Since 2002 the RIA has developed and implemented plans to improve access and inclusion.

The RIA's 2007-2012 DAIP included the following achievements:

<b>Project</b>	<b>Cost</b>
A new toilet facility was constructed at Parker Point (outside the Settlement Area) which includes universal access.	\$480,000
Refurbishment of North Thomson accommodation was carried out and two units were designed to be wheelchair accessible. Improvements were made to the Sergeants' Mess at Kingstown that incorporated better access for people with disabilities.	-
Wheelchair access ramps were installed at Kingstown Barracks.	-
The Companion Card program was adopted and it is accepted at RIA Businesses such as the Visitor Centre, Tours and Transport and Bike Hire.	Ongoing
The new RIA website gives detailed information on access, accommodation and facilities offered on Rottnest Island in accordance with the 'You're Welcome WA' access initiative.	Ongoing
Wheelchair hoist fitted to one of the buses.	\$22,000
Replacement of West End Boardwalk with universal access incorporated into the design.	\$480,000

## **DEVELOPMENT OF THE DISABILITY ACCESS AND INCLUSION PLAN 2012–2017**

### **Review and consultation process**

As required under the Disability Services Act, in 2011, the RIA undertook to review its DAIP 2007–2012 and draft a new five year plan to guide further improvements to access and inclusion. The review process included:

- Examination of the 2007–2012 DAIP;
- Review of recent annual reports, strategic documents and significant program evaluations;
- Letters to disability sector organisations inviting them to provide feedback; and
- Consideration of good practice in other organisations.

The 2012-2017 DAIP consultation involved:

- Advertisement in the *West Australian* newspaper on 4 June 2012 inviting public comment for 21 days;
- A broadcast email to all RIA staff and the Rottneest Island Business Community;
- Article in the 'about us' pages of the RIA's website, including a feedback form; and
- Email to the disability sector organisations that made comment on the review of the 2007-2012 DAIP.

### **Strategies to improve access and inclusion**

This DAIP will be effective for five years, from July 2012 to June 2017. Within the six outcome areas, strategies have been identified where there is potential for improved access and inclusion. The broad strategies provide flexibility to respond to emerging access and inclusion needs.

These strategies are outlined in full on page 10 and will be used to guide the identification of initiatives in the annual implementation plans, for the duration of this DAIP.

This process complemented the ongoing customer feedback program operated by the RIA. Visitors and guests are able to make comment via the website and guests are requested to complete a feedback form via email or comment card. The nature of the RIA's business also generates general correspondence from the public in regard to their first-hand experience of facilities and services available for people with disabilities, their carers and friends.

The RIA ensures these comments are assessed in due process and incorporated as considered appropriate into the operations of the RIA.

## **IMPLEMENTATION OF THE DISABILITY ACCESS AND INCLUSION PLAN**

### **Responsibility for Implementation**

The Disability Services Act requires staff and the agents and contractors of the RIA to conduct their business in a manner consistent with the RIA's DAIP. It requires agents and contractors to take all practicable measures to ensure that relevant outcomes are implemented.

Implementation of the DAIP is the responsibility of all staff at the RIA. Some initiatives in annual implementation plans will apply to all areas of the RIA while others will apply to specific business units. The annual implementation plans set out who is responsible for each initiative.

### **Communication of the Disability Access and Inclusion Plan**

Copies of the RIA's DAIP will be communicated via:

- RIA's website;
- A notice placed in the *West Australian* newspaper;
- A notice on the RIA's intranet homepage;
- A broadcast email to staff and during staff training induction;
- An article in the RIA CEO newsletter; and
- Copies of the DAIP will be available in hardcopy.

### **Disability Access and Inclusion Plan reviewing and reporting**

The RIA will review progress against the strategies and undertake to develop a new DAIP every five years.

The RIA will annually:

- Review progress in implementing the initiatives of the annual implementation plan; and
- Develop a new implementation plan that will include outstanding actions from the previous implementation plan and new actions identified by business units.

The RIA will follow the requirements of the Disability Services Act for minimum reporting requirements by:

- Monitoring initiatives undertaken in the implementation plans; and
- Report by the 31 July annually to the Disability Services Commission on progress in implementing strategies and progress made by agents and contractors.

# Rottnest Island Authority

## Disability Access & Inclusion Plan

### Strategies 2012 -2017

#### **Outcome 1:**

**People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the Rottnest Island Authority.**

<b>Strategy</b>	<b>Timeline</b>	<b>Responsibility by Function Area</b>
Review events and functions policy and procedures ensuring they are inclusive of Access information.	Ongoing	Manager Holiday Services
Endeavour to make all RIA events as accessible as possible for people with disabilities by proactively considering special needs in the planning stages of all events.	Ongoing	Manager Holiday Services
Investigate the feasibility of providing purpose built, seasonal beach access at main swimming location/s as part of implementing the Coastal Walk Trail.	Annual	Manager Marine and Terrestrial Reserve
Continue the Authority's commitment to the Companion Card program.	Ongoing	Manager Holiday Services
Ensure its lessees, contractors and other agents work towards and manage their operations in accordance with the Authority's Disability Access and Inclusion Plan outcomes.	Ongoing	General Manager Project and Contract Services
Access friendly holiday accommodation is reserved in various locations for the use of ACROD cardholders during peak periods.	Ongoing	Manager Accommodation Services

**Outcome 2:**

**People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Rottnest Island Authority.**

Strategy	Timeline	Responsibility by Function Area
Ensure that all new developments meet prescribed standards for access and are enhanced with “universal access” design as feasible.	Ongoing	General Manager Project and Contract Services
Consider and determine the feasibility of introducing “universal access” design where practical in the next cycle of refurbishment after approval of this Plan.	2015	General Manager Project and Contract Services
<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 <i>capital works</i> program. [Projects to be considered based on feedback from public and the Authority’s own access audits.] Consider fundamental improvements such as:</p> <ul style="list-style-type: none"> <li>• Works to public ablutions and toilets to ensure they meet access standards as a minimum consideration.</li> <li>• Ramps to buildings with appropriate gradient.</li> <li>• Automatic doors to public buildings as practical.</li> <li>• Public reception desks are built with wheelchair access for visitors.</li> <li>• Transport has options for people with disabilities; and options for a range of ages and abilities.</li> <li>• Subject to the consideration of “universal access” in all refurbishment, maintain and/or increase the number of specifically designed accessible units subject to requirements and utilisation.</li> <li>• Investigate and provide contemporary solutions for beach and water wheelchair access at main swimming locations on a seasonal basis.</li> <li>• Investigate, provide and maintain contemporary solutions for accessible fishing locations.</li> </ul>	Annual	General Manager Project and Contract Services
Continue the Authority’s commitment to the Companion Card program.	Ongoing	Manager Accommodation Services Manager Holiday Services

**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.**

<b>Strategy</b>	<b>Timeline</b>	<b>Responsibility by Function Area</b>
Update and maintain access details and photos of the <i>You're Welcome</i> access initiative.	Ongoing	Manager Holiday Services
Where feasible, information about Rottnest Island is to be made available in alternative formats other than standard print.	Ongoing	All RIA Managers
Assess opportunities for using new technologies in the distribution of information about Rottnest Island, in particular enhancements via the internet.	Ongoing	Chief Information Officer
Ensure that all publications are written in plain English, are easily accessible and available in languages other than English where feasible.	Ongoing	All RIA Managers
Evaluate the signage on the Island with a view to ensuring it is accessible and practical to people with disabilities.	Ongoing	Manager Holiday Services

**Outcome 4:**

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

<b>Strategy</b>	<b>Timeline</b>	<b>Responsibility by Function Area</b>
Include comprehensive information about accessible facilities and services on Rottnest Island in the RIA staff induction package.	2012	Manager Human Resources
Provide staff with specific disability awareness training needs on a regular basis.	2014	Manager Human Resources
Monitor feedback from existing customer comment system and other correspondence.	Ongoing	Manager Holiday Services

**Outcome 5:**

**People with disabilities have the same opportunities as other people to make complaints to the Rottnest Island Authority.**

<b>Strategy</b>	<b>Timeline</b>	<b>Responsibility by Function Area</b>
Maintain the Rottnest Island website feedback / comment function.	Ongoing	Manager Holiday Services
Review the Authority's complaints policy and procedure to ensure where possible affirmative action can be taken.	Ongoing	Manager Holiday Services

**Outcome 6:**

**People with disabilities have the same opportunities as other people to participate in any public consultation by the Rottnest Island Authority.**

<b>Strategy</b>	<b>Timeline</b>	<b>Responsibility by Function Area</b>
Ensure all public consultation opportunities are clearly advertised in a wide variety of media.	2014	All RIA Managers
Where feasible, provide consultation material in alternative formats as required.	2014	All RIA Managers

## **Schedule 1**

### **Principles applicable to people with disabilities**

1. People with disabilities 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 roles and needs of their families and carers.
5. People with disabilities have the same right as other members of society to participate in, direct and implement the decision which affect their lives.
6. People with disabilities have the same right as other members of society to receive services in a manner that results in the least restriction of their rights and opportunities.
7. People with disabilities have the same rights as other members of society to pursue any grievance concerning services.
8. People with disabilities have the right to access the type of services and supports that they believe are most appropriate to meet their needs.
9. People with disabilities who reside in rural and regional 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.

## **Schedule 2**

### **Contacting the Rottnest Island Authority**

#### *Administration Office*

Rottnest Island Authority  
Level 1, E Shed, Victoria Quay  
FREMANTLE

Phone: 08 9432 9300  
Email: [enquiries@rottnestisland.com](mailto:enquiries@rottnestisland.com)

#### *Postal*

Rottnest Island Authority  
PO Box 693  
FREMANTLE WA 6959

#### *Website*

<http://www.rottnestisland.com>

#### *Audio*

The Rottnest Island Authority will provide an audio format upon request by a person with a disability.