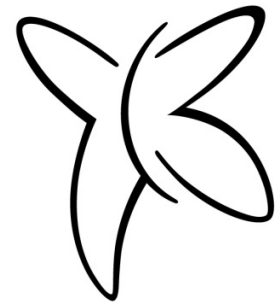




METROPOLITAN
CEMETERIES BOARD



Disability Access and Inclusion Plan

2017-2021

Message from the Chief Executive Officer

The MCB has a Disability Access and Inclusion Plan (DAIP) developed in accordance with the requirements of the Disability Services Act 1993. The Plan consists of seven outcomes aimed at improving access to services and facilities and employment opportunities for customers and for MCB employees.

Key Progress

Over the five years of the previous 2011-2016 DAIP we developed and implemented the Disability Access and Inclusion Policy, and enhanced employee awareness through information incorporated at induction, creation of a dedicated Intranet page with resources and information, and with training targeted for managers and for employees. We applied the Checklists provided through the Disability Services Commission to ensure access to organised events, and for future capital works planning which included the new Café at Fremantle Cemetery.

Access, parking and signage were audited across all sites in 2014, resulting in improved wheelchair access to and within the cemetery mausoleums, niche walls, and a gazebo. The availability of parking for a person with a disability was also increased. The MCB worked with Mainroads and Councils to enhance access and egress from public transport points to cemetery entrances.

The Disability Employment Strategy was developed and contact with Disability Employment Service Providers was established. The representation of employees with a disability improved upon our target of 1.4% to 2.66%.

The MCB also engaged Australian Disability Enterprises to undertake lawn mowing and gardening maintenance for five years (to 2018) at the Karrakatta, Fremantle and Rockingham Cemeteries; provide ad hoc printing, and create temporary templates for mausoleum crypts.

In October 2014, the MCB received a certificate of appreciation from the Minister for Disability Services for contracts with four of the eight Australian Disability Enterprises (ADEs) operating in WA.

Looking Ahead

We have identified some challenges from the previous Plan and from the consultation process and these are included as actions in this Plan for 2017-2021. Examples are to improve our contractors' awareness of the MCB's DAIP Plan, maintain accessibility in facility and service design, encourage customers participate more in consultation and feedback and progress employee awareness training in an online environment.

We are committed to the three priority areas of promoting awareness, preparing our organisation and providing opportunities as outlined in the Public Sector Commission's *See my abilities: an employment strategy for people with a disability*. We will also work to integrate the MCB Disability Employment Strategy into the MCB's new People Plan to take our diverse workforce planning beyond 2017.



Peter Deague
CHIEF EXECUTIVE OFFICER

February 2017

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Contact us

You are welcome to contact us by the following methods:

Within Australia phone **1300 793 109** for all our cemeteries.

Our email address for all sites is: mcb@mcb.wa.gov.au

Our postal address for all sites is:
Metropolitan Cemeteries Board
PO Box 53
Claremont WA 6910

Hearing impaired clients may seek the services of the telephone typewriter (TTY) by calling 133 677 or through the National Relay Service at www.relayservice.gov.au

If you require assistance with:

- Gaining access to services and events, including graveside services and burial locations,
- Information on accessibility to buildings and other facilities, or
- Special requirements to access information;

Please let your Funeral Director know, or contact our client services staff at any of our offices.

Providing Feedback

If you would like to provide feedback on our Disability Access and Inclusion Plan, offer suggestions on how we can improve access or make a comment on our strategies, please use the form provided overleaf.

Feedback Form

The Metropolitan Cemeteries Board appreciates your time in providing feedback to us.

Your Details	
Name	
Address	
Contact Number(s)	
Email	
Do you have a disability, for which you may have special needs with regards to access and inclusion	
Yes	<input type="checkbox"/>
If you have any suggestions on how we can improve the services and facilities for people with a disability please describe in the Details section below	

Other Information (if relevant to this feedback or a particular funeral service)	
Deceased Name	
Location (of Grave, Memorial, Crypt)	
Cemetery	
Area	
Section	
Number	
Grant Number	

Nature and Details of Feedback			
Appreciation <input type="checkbox"/>	Accident <input type="checkbox"/>	Grounds <input type="checkbox"/>	Facilities <input type="checkbox"/>
Products <input type="checkbox"/>	Renewal <input type="checkbox"/>	Service <input type="checkbox"/>	Other <input type="checkbox"/>
Please state clearly the relevant details below			
Date:			

Background

The Metropolitan Cemeteries Board (MCB) was created on 1 October 1988 to manage cemeteries in the Perth metropolitan area. The MCB is a fully self-supporting statutory authority within the Western Australian Public Sector. The MCB reports to the Minister for Local Government; Community Services; Seniors and Volunteering; Youth. Revenue is raised from the fees and charges for the services and products provided at the MCB's cemeteries. Revenue raised is allocated for the provision of current and future operations and the development of facilities.

The Board of the MCB consists of a Chairman, Deputy Chairman and five members, all appointed by the Governor in Council and responsible to the Minister for Local Government; Community Services; Seniors and Volunteering; Youth.

Through the Chief Executive Officer, the MCB manages six cemeteries and memorial garden sites around Perth: Karrakatta, Pinnaroo Valley Memorial Park, Fremantle, Midland, Guildford and Rockingham Regional Memorial Park. The MCB also participates in the management of East Rockingham Pioneer Cemetery.

Consultation

The Disability and Inclusion Plan Feedback Questionnaire was circulated to 10 disability service providers on 13 January 2017.

As part of the review process, an advertisement was placed in the 'West Australian' on 21 January 2017, encouraging the public to provide feedback via the Feedback Questionnaire. The process closed on 3 February 2017, and directed readers to submit their feedback in three ways:

- Complete the questionnaire accessed on the MCB Internet site,
- Download and complete the questionnaire and return Reply paid, or
- Contact MCB to have the questionnaire sent out.

The survey process only provided MCB with two responses, which was insufficient to form a representative sample. However, suggestions for improvements included:

- The identification of a need for changing places at cemeteries, and
- Providing more information to the general public.

Implementing the Disability Access and Inclusion Plan 2017 -2021

Implementation of the Plan is the responsibility of our Corporate Executive.

Communicating the Plan

The Plan is submitted to the Disabilities Services Commission (DSC) in accordance with the *Disability Services Act 1993* (amended 2004).

Employees are made aware of the DAIP through

- A CEO Bulletin broadcast via email to all employees to inform them of the new Plan 2017-2021.
- Publication on the MCB's Intranet.
- Corporate Induction and
- Ongoing refresher training.

The Plan is published on the MCB's Internet site in MS WORD (in standard and large print), in PDF format, and in other formats upon request. An advertisement is placed in the "West Australian" to alert readers of the existence of, and access to, the MCB DAIP Plan.

Monitoring and evaluating mechanisms

The Plan will be monitored and progress reported to Corporate Executive. Tasks to complete the evaluation may take the form of staff surveys, analysis of customer feedback and actions from the Disability Employment Strategy and the People Plan.

The review of our overall five-year DAIP will be undertaken in the final quarter of 2021, so that the process can have sufficient time to assist in developing the subsequent Plan (2022-2027).

The annual reporting template provided by the Disability Services Commission (DSC) will be used to report annually on the progress of the strategies.

See APPENDIX for the Annual Reporting to the Disability Services Commission.

Disability Access and Inclusion Plan 2017 -2021

Proposed Strategies to Achieve the Seven Outcomes

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

- 1.1 Ensure events are accessible to people with a disability
- 1.2 Ensure the contractors who do paid work for the MCB that impacts the public are aware of how they address access and inclusion for people with a disability in any work undertaken

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

- 2.1 Account for access in all the planning of future capital works projects
- 2.2 Ensure adequate parking is available for people with a disability
- 2.3 Ensure existing and new signage is clear and easy to read for direction and information

Outcome 3: People with disability receive information from a public authority in a format that will enable them to access the information readily as other people are able to access it

- 3.1 Improve accessibility of information to people with a disability
- 3.2 Pursue technology options to improve access to information

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

- 4.1 Provide opportunities for people with a disability to comment on access to MCB services and information
- 4.2 Enhance the awareness and skills of all MCB staff to be confident in providing a high standard for service to a person with a disability

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

- 5.1 Ensure that our Complaints System and Policy are accessible for people with a disability, their families and carers.
- 5.2 Improve staff knowledge so they can facilitate the receipt of complaints from people with a disability

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

- 6.1 Improve community awareness about public consultation processes

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

- 7.1 Implement the MCB People Plan disability employment strategies to improve on the target of 2.3% participation of the workforce
- 7.2 Ensure the job application process is accessible to people with a disability
- 7.3 Ensure employees with a disability receive support to be successful in the workplace

APPENDIX

Annual Reporting to the Disability Services Commission

Legend

Effective	enhanced access and inclusion.
Average	enhanced access and inclusion in the interim but was not sustainable.
Ineffective	did not enhance access and inclusion.
Not yet evaluated	implemented but unsure or too early to tell whether access and inclusion was enhanced.

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

Total number of strategies planned (whether implemented or not):	
Number of strategies that were implemented:	
Number of the strategies that were implemented that were effective:	
Number of the strategies that were implemented that were average:	
Number of the strategies that were implemented that were ineffective:	
Number of the strategies that were implemented that have not yet been evaluated:	
Describe your organisation's strategies or provide a case study for DAIP Outcome 1:	

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

Total number of strategies planned (whether implemented or not):	
Number of strategies that were implemented:	
Number of the strategies that were implemented that were effective:	
Number of the strategies that were implemented that were average:	
Number of the strategies that were implemented that were ineffective:	
Number of the strategies that were implemented that have not yet been evaluated:	
Describe your organisation's strategies or provide a case study for DAIP Outcome 2:	

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Outcome 3: People with disability receive information from a public authority in a format that will enable them to access the information readily as other people are able to access it

Total number of strategies planned (whether implemented or not):	
Number of strategies that were implemented:	
Number of the strategies that were implemented that were effective:	
Number of the strategies that were implemented that were average:	
Number of the strategies that were implemented that were ineffective:	
Number of the strategies that were implemented that have not yet been evaluated:	
Describe your organisation's strategies or provide a case study for DAIP Outcome 3:	

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

Total number of strategies planned (whether implemented or not):	
Number of strategies that were implemented:	
Number of the strategies that were implemented that were effective:	
Number of the strategies that were implemented that were average:	
Number of the strategies that were implemented that were ineffective:	
Number of the strategies that were implemented that have not yet been evaluated:	
Describe your organisation's strategies or provide a case study for DAIP Outcome 4	

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

Total number of strategies planned (whether implemented or not):	
Number of strategies that were implemented:	
Number of the strategies that were implemented that were effective:	
Number of the strategies that were implemented that were average:	
Number of the strategies that were implemented that were ineffective:	
Number of the strategies that were implemented that have not yet been evaluated:	
Describe your organisation's strategies or provide a case study for DAIP Outcome 5:	

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

Total number of strategies planned (whether implemented or not):	
Number of strategies that were implemented:	
Number of the strategies that were implemented that were effective:	
Number of the strategies that were implemented that were average:	
Number of the strategies that were implemented that were ineffective:	
Number of the strategies that were implemented that have not yet been evaluated:	
Describe your organisation's strategies or provide a case study for DAIP Outcome 6:	

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

Total number of strategies planned (whether implemented or not):	
Number of strategies that were implemented:	
Number of the strategies that were implemented that were effective:	
Number of the strategies that were implemented that were average:	
Number of the strategies that were implemented that were ineffective:	
Number of the strategies that were implemented that have not yet been evaluated:	
Describe your organisation's strategies or provide a case study for DAIP Outcome 7:	