



Lighthouse Project Grants Program Showcase



August 2017



Government of **Western Australia**
Department of **Communities**
Disability Services



Local Government
Professionals
AUSTRALIA WA



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Local Government at its best

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INTRODUCTION

The Lighthouse Project was a partnership project between the Department of Communities (formerly Disability Services Commission) and Local Government Professionals Australia WA. The project aimed to achieve a sustained increase in the employment of people with disability in local government.

One of the initiatives was a grants program to assist local governments to implement projects arising from the “Outcome 7” section of their Disability Access and Inclusion Plans (DAIPs), in turn informed by workplace self-assessments. Outcome 7 is ‘that people with disability have the same opportunities as other people to access employment, volunteering and work experience opportunities’. Grant-funded projects were intended to facilitate the physical improvements, effective practices and inclusive organisational culture for ongoing positive employment outcomes.

All local governments in Western Australia were invited to apply for up to \$10,000 in two rounds of the Lighthouse Project grants program (local governments were able to apply for both rounds). There were 26 grants issued in total. This document gives a summary description of each grant funded project and outlines the early benefits gained as a result of the project, so that the ideas can be widely shared. The information is drawn from the project acquittals. Rather than try and standardise the showcase, we have used the applicants’ own words as much as possible. Some editing has been undertaken, mainly to minimise duplication. Contact details are provided for each project, if further information is desired.

We wish to wholeheartedly thank the participants in the grants program for their commitment, effort and willingness to share their experiences for the benefit of the sector.

The projects range dramatically in size, scope, cost and impact. They provide great examples across multiple circumstances and stages of development in establishing disability-friendly workplaces. They are a truly inspiring read for anyone interested in seeing how local governments, large or small, can enthusiastically embrace and act on their desire to be accessible and inclusive, with their eye firmly on the outcome of increasing the employment of people with disability.

CITY OF BAYSWATER

Name of Project

'Fair Go' Training Program

Total Project Cost

\$11,382

Timing

March 2016

Brief Summary of Project

Delivery of training to upskill senior management, managers and supervisors on Equal Opportunity, Diversity and Inclusion in relation to disability. Special focus on employment for people with a disability.

Benefits of the Project

Project Outcomes

(a) The key intended outcomes were achieved:

- Increase in disability awareness and inclusivity by staff.
- An organisational shift toward a culture that is inclusive of people with disability.

This was demonstrated in course evaluation surveys, issued to participants after the training. Feedback from the surveys indicated that:

- Course content was relevant to participants' role;
- The course provided useful ideas for application by participants;
- The course information was clear and encouraged participant interaction;
- Increased awareness and understanding of disability and inclusivity;
- Increased understanding of strategies/tools to manage staff performance fairly, and opportunity to practice strategies through acting scenarios;
- Improved understanding of discrimination and responsibilities as a Manager/Supervisor;
- Understanding of processes to providing support to an employee with a disability when required; and
- Increased awareness of access to information about resources and where to seek further assistance.

Participant feedback indicates an increase in disability awareness and a commitment towards a more inclusive organisational culture. However, there will be ongoing monitoring, advocating and evaluating to ensure embedment.

(b) Additional/unexpected outcomes

The training was particularly well received by staff and set a precedent for further disability awareness training to be undertaken in the organisation. The Human Resources department has expressed interest in conducting further training on disability awareness.

The training was also well received by senior management, with all Executive Managers attending. This indicates a strong organisational commitment towards disability access and inclusion from the 'top down'.

Employment Outcomes

The increased awareness of staff is anticipated to reduce barriers to employment for people with a disability in the organisation and increase the likelihood of recruiting and retaining these people.

Managers and Supervisors now have increased confidence and awareness of:

- Interviewing a person who has a disability;
- Managing a staff member who has a recognised mental impairment (e.g. Asperger's/autism or other impairment);
- Managing a team member who has a mental health issue, which impacts performance;
- Understanding of 'reasonable accommodation' in relation to a person with a disability/impairment;
- Understanding of 'inherent requirements' of a job in relation to a person with a disability/impairment;
- Strategies to educate staff to better understand and relate to someone with a mental disability;
- Strategies for inclusion of people with a disability into the workplace;
- Understanding of disability discrimination in the wider context of State and Federal Discrimination legislation; and
- Managing the issues and referring to Human Resources for assistance.

Following the training, all participants were presented with a resource file for future reference. This included information on the Employment Assistance Fund and relevant agencies to contact for further information.

Other Benefits

Other benefits of the project are noted in participants' comments below:

"This course was extremely useful and relevant to my job and gave me so many things to consider."

"Practical exercises to help illustrate legal requirements in plain English - real life situations easy to relate to."

"The training was informative and will be helpful."

"Thought it was great, love the resources/reference material and the actors were fantastic, really made it real."

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SHIRE OF BROOME

Name of Project

Lighthouse Training

Total Project Cost

\$4,410

Timing

June 2017

Brief Summary of Project

The training sessions were conducted for Shire of Broome staff and delivered in an interactive workshop. The aim was to deliver a greater understanding and awareness of disability, diversity, accessibility and inclusive practice.

The sessions were targeted to Shire of Broome staff from all directorates including: Executive, Managers.HR, Infrastructure, Development and Community, Finance and the Office of the CEO.

The training was structured via a PowerPoint presentation which included activities and video clips exploring disability (including history, barriers and misconceptions, current disability context). This outlined strategies to support people with a disability and provided an understanding of the Shire of Broome Disability Access and Inclusion Plan and in particular Outcome 7.

Benefits of the Project

Project Outcomes

Project outcomes include an increase of awareness of the Shire of Broome's DAIP, specifically Outcome 7. The application anticipated outcomes towards creating an inclusive culture.

The goals and objectives of the training were to raise awareness of the importance of an inclusive workplace and strategies to deliver an inclusive recruitment process. Feedback sought from staff following the training indicated;

- Generation of discussion of Shire of Broome DAIP in particular Outcome 7.
- Opportunities to review current processes.
- General awareness of importance of creating an inclusive culture.

- Increase awareness of the value of people with disability in the workplace.
- Increased understanding of how to take a proactive approach to inclusive recruitment.
- Identification of further training to be undertaken.

Employment Outcomes

Overview provided to targeted staff (management and executive) around inclusive employment;

- Flexible employment opportunities.
- Best practice and examples of inclusive recruitment practices.
- Explored inclusive ways to adjust positions to attract people with diverse needs.
- Interview techniques explored.
- Examples of making adjustments provided.
- Language, resources and advertising.

Other Benefits

- Increased awareness of the Shire of Broome Disability Access and Inclusion Plan (DAIP).
- Understanding where Outcome 7 requirements fit in to the Shire of Broome DAIP.
- Requirements and increased awareness around individual responsibility as a Shire of Broome employee.
- Interactive session and examples of high performing individuals and professionals to demonstrate disability does not hinder what all people set out to achieve.
- Examples of the positive contribution and value of people with a disability in the workplace were workshopped.

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SHIRE OF BRUCE ROCK

Name of Project

Accessibility Project – Shire Depot

Total Project Cost

\$14,108

Timing

April – June 2016

Brief Summary of Project

The project removed barriers to accessibility at the depot. This included the provision of an accessible toilet, widened doorways to the offices and a concreted pathway to improve accessibility to the staff breakroom and courtyard (previously a dirt path).

Benefits of the Project

Project Outcomes

- a) Increased accessibility at the depot/reduction in barriers to employ a person with a disability
- b) Increased accessibility at the depot for all customers (while previously there was a ramp in place, the door was still too narrow)

Employment Outcomes

This project is expected to have a positive impact on Outcome 7 as vacancies arise. Making the workplace more disability-friendly and removing barriers to employment will widen the potential pool of employees for future jobs. The modifications mean that some of the outside crew roles such as traffic management loader drivers, could now be adapted to suit a person with a disability. In addition, the Workforce Plan identifies the need for a part-time technical officer at the depot in the future.

Other Benefits

Increased awareness of disability access by outside staff who did a lot of the work and were caused to think about the possible roles a person with disability could fill.

Concreting the courtyard and access pathways improved the overall amenity for all staff.

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CITY OF BUNBURY (1)

Name of Project

MARCIA Induction Video

Total Project Cost

\$15,930

Timing

July – November 2016

Brief Summary of Project

In 2014, the City of Bunbury Council endorsed the MARCIA aspiration for Bunbury to become the Most Accessible Regional City In Australia (MARCIA). For the MARCIA aspiration to be fully entrenched within the City of Bunbury, the concepts around access and inclusion of people with a disability must be presented to staff right from the induction stage. It must be presented in a way that is unique from the usual PowerPoint presentations so that the message of access and inclusion will be remembered and embraced by all staff.

The City of Bunbury employed a media company to create and produce a 6-minute MARCIA Induction Video about access and inclusion in the workplace to promote DAIP Outcome 7.

The video was guided by the City of Bunbury's Community Access Committee with one member playing a feature role in the video.

The video highlights the challenges people with disability face in the workplace and how they overcome these challenges and make valuable contributions to the workplace. The video also highlights the role everyone has in making people with a disability feel welcome and accepted in the workplace.

We believe this video will play a key role in ensuring that staff are committed to growing a culture of access and inclusion throughout the organisation. It is also hoped that this video will be an ideal resource for other organisations that wish to promote a culture of access and inclusion.

Benefits of the Project

Project Outcomes

Outcome A:

- i) The MARCIA Induction Video has been adopted by the City of Bunbury HR Department and will be incorporated into the regular Induction process for both new and existing staff. It is hoped this will spread a culture of awareness and respect of people with a disability. This fits into the goal outlined in our application of 'Ensuring that the City of Bunbury is an accessible and inclusive place to work, volunteer and conduct work experience'.
- ii) The Induction Video has also been screened to a large contingent of City of Bunbury staff and the response was overwhelmingly positive and had a significant emotional impact. This met the goal of wanting to create something that stood out and had an impact on people motivating them to want to make a difference, and subsequently improving the workplace culture around respect and awareness of people with a disability in the workplace.
- iii) The Induction Video was also screened at the City's Community Access Committee meeting and many representatives from the Disability sector were inspired by the video and expressed an interest in getting a copy of the video to use in their own organisations. This meets the desired outcome of the video being a resource for other organisations who wish to promote a workplace culture of access and inclusion as outlined in the application.

Outcome B:

- i) The participants in the video with a disability were empowered by the process, giving their confidence a boost and encouraging them to keep on being champions of access and inclusion in the community.

Employment Outcomes

The Induction Video is now part of the formal induction training for all new staff at the City of Bunbury and will promote a workplace culture of awareness and respect for people with a disability. It is expected that this will grow the City into an even more welcoming and inclusive place to work, and that this will encourage and attract people with a disability to look at the City as an accessible and inclusive employer of choice.

Other Benefits

The positive reception from both City of Bunbury employees and the disability sector organisations has given the MARCIA aspiration a boost and has assisted the City in achieving its MARCIA aspiration.

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CITY OF BUNBURY (2)

Name of Project

Equal Opportunity in the Workplace Project Disability Access and Inclusion Awareness Workshops



Total Project Cost

\$16,690

Timing

January – February 2017

Brief Summary of Project

The Equal Opportunity in the Workplace Project consisted of a series of in-house sessions to train staff on disability access and inclusion awareness. The intention was to tie in with a number of City of Bunbury initiatives such as MARCIA 'Most Accessible Regional City In Australia'. We are also working to align our practices with the DAIP, particularly Outcome 7.

Staff awareness and legislation awareness in regard to Equal Opportunity legislation was also a key component of the sessions.

Participants complete surveys before and after the sessions to gain insight into their knowledge of access, inclusion and people with disability.

The sessions were interactive and gave staff learning opportunities to gain a deeper understanding of the challenges that people with disability face in the workplace. The results from the surveys indicate that staff participants knowledge has grown and their perspectives have shifted.

Benefits of the Project

Project Outcomes

Culture

The sessions have generated positive talk within the Organisation in regard to changing perceptions and building awareness about access and inclusion.

The MARCIA strategy aims to promote disability awareness within our community. The Disability Access and Inclusion Awareness sessions have started promoting a disability awareness culture with staff and giving them the knowledge and tools to make a difference in the community.

Employees are now holding each other to account for 'throw away' comments made in relation to equal opportunity and people with disability. This indicates that we are experiencing cultural change.

Job Creation

A commitment has been made to create 3 positions within the organisation, highlighting an understanding about job creation in the work place and that a one size fits all approach is inequitable.

Relationships

Building ongoing positive partnerships with Forrest Personnel and Great Southern Personnel. We are currently working with Forrest Personnel recruiting for 3 part-time positions at the City. The feedback from Forrest Personnel is that their clients are starting to look at our Careers website and are excited about the opportunities that are available now and in the future at the City.

Recruitment

A review of the recruitment questionnaires has been conducted. As a result, the form has been simplified and we have removed the medical questions. We are also investing how we will capture data for our new hires to capture if they identify as having a disability.

Volunteer and Work Experience

The sessions content included positive stories of candidates who have completed volunteer work at the City of Bunbury and how it positively impacted their confidence and their family life. These stories gave staff a greater appreciation for the importance of diversity in the work place and a real example of how we are providing opportunities to people with disability at the City of Bunbury.

We acknowledge that our Work Experience program and Volunteer program requires some attention to better support work experience and volunteering opportunities for people with disability. For this reason, we have prepared a business case which was recently endorsed to employ a Volunteer Coordinator. It is our intention that the Volunteer Coordinator will refine our processes and actively seek to develop relationships with local community groups such as Enable, Activ and Education Support Units at local schools.

The above outcomes have provided a strong starting ground for the planning and development of our Equal Opportunity in the Work Place Strategy.

Overall Improvement in Disability-Friendliness

We completed the Disability Friendly Workplace –Self Assessment receiving a score of 63/69 - 91.3%. This is a significant increase in our original score when the assessment was completed in June 2016 of 55/68 - 80.88%

Employment Outcomes

As above, we have committed to create 3 positions.

The first one involved filling a need and a gap identified in the Planning and Development Services area for additional administration support. We investigated the possibility of creating a job for an Administration Assistant, Corporate Information, to undertake scanning, filing and the naming of all of the Directorates corporate documents such as building plans and applications. The Organisational Development & Human Resources department worked closely with the work area and our local DES provider Forrest Personnel to write a position description. Forrest Personnel competed the recruitment for the position and presented us with a great candidate. The City was flexible with the position's requirements and could accommodate part time hours. The candidate who has secured the position has Autism and is currently studying a certificate in Information and Technology for which she secured a scholarship. To fit in with her studies our newest employee will work with us 3 days per week. The candidate has been offered a 12-month fixed term contract for 23 hours per week and will commence with us after Easter.

We are currently in the planning phase for two additional positions. Both of these positions have been created to accommodate a person with disability.

The two positions will work closely together. The Car Detailer will be responsible for cleaning the City's fleet vehicles and the other position is for an Administration Assistant, responsible for organising the City's fleet bookings for staff and organising the fleet cleaning schedule. Both positions will be part time and up to 24 hours per week. We are flexible with the hours and are currently working with Forrest Personnel who is in the process of recruiting for both of these positions. We aim to meet with candidates after Easter and commence organising their introduction to our workplace.

The City has a number of Volunteer programs within the organisation and places Work Experience Students across the organisation where possible. Upon review, our figures of candidates applying for work experience identifying with a disability was low. As a result, a need was identified to have a centralised person to coordinate and support the work areas to place people with Disability and foster relationships with organisations like Enable and Activ in Bunbury. We will commence recruiting for a Volunteer Coordinator in the coming months and this person will actively work with departments to revise our Volunteer and Work Experience programs to increase their focus on making the programs available to people with Disability. This person will also be responsible for creating networks with local schools and finding ways that we can support their relevant education support programs with placements at the City.

We will actively seek feedback from our three new employees at their six-month probation period to gain insight into how their employment journey is progressing. We aim to generate feedback for future recruitment and assess if there are any points raised that we can action to make their time in the work place more comfortable.

Other Benefits

Unexpected outcomes for the project included the positive immediate reactions received from departments in relation to job creation. The approval to hire a part time Volunteer Coordinator was also a welcome surprise as this is a new position for the organisation.

We also received a significant number of positive comments from staff. Historically we have received negative feedback from our EEO Training. The training has created good conversation about the focus on 'ability' and has challenged many hiring Managers' perceptions in the area of Equal Employment Opportunity.

We are seeing great partnerships forming with Great Southern Personnel and Forrest Personnel in the recruitment of people with disability. Managers are starting to think outside the box when it comes to recruitment and selection of potential staff.

The way people have started to work together, ask questions and think about the possibilities for vacancies is exciting and has exceeded our expectations. The sessions also highlighted our MARCIA projects at the City. It was evident that some work areas were not aware of the City's MARCIA vision or were unclear about its intentions. The training helped bring to light the initiative and make our staff more aware.

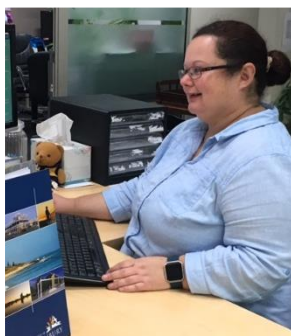
We are also currently investigating to see if we can develop online training from the course content for new staff members as a part of their on-boarding package.

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SHIRE OF CAPEL

Name of Project

Accessible Shire Administration Building

Total Project Cost

\$9,480

Timing

January 2016 – January 2017

Brief Summary of Project

This was a doorway widening project to enable the Shire to increase employment of people with disability and enhance inclusion and meaningful participation by staff and elected members who use a wheelchair.

Benefits of the Project

Project Outcomes

1. Facilitate an inclusive culture that enables people with disability to excel in a high-performing environment;
2. Enable people with disability to experience a sense of cultural and economic identity;
3. Ensure improved accessibility for people with disability; and
4. Support the independence and participation of people with disability.

Employment Outcomes

1. An increase in employment of people with disability at the Shire; and
2. An increase in the number of people with disability seeking employment at the Shire.

Other Benefits

We installed an electronic door when we widened the door, further improving accessibility.

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SHIRE OF CHITTERING

Name of Project

Upgrade to Library Entrance

Total Project Cost

\$10,036

Timing

April – May 2016

Brief Summary of Project

Replacement of the heavy entrance door in the library/Council Chambers section of the Administration Building with an appropriate sliding door to increase accessibility to the building for people with disability, including employees and volunteers.

Benefits of the Project

Project Outcomes

The completion of the project has provided the Shire with:

- increased opportunities to provide employment to people with disability in the Library and Record Services (as these services are based in the library)
- increased opportunities for the Shire to have people with disability volunteer to assist the library
- increased access for people with disability to the library, Council Chambers and other areas of the main administration building.

Employment Outcomes

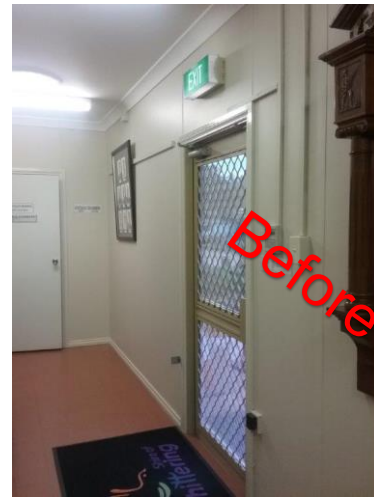
The installation of the sliding door now enables the Shire to consider applications from people with disability in the above areas during the recruitment process in the future.

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SHIRE OF CORRIGIN

Name of Project

Depot Improvement Plan

Total Project Cost

\$82,666

Timing

November 2016 – May 2017

Brief Summary of Project

The Shire Depot has had new facilities installed. The new building now includes an accessible toilet and shower. A complete review of various Policies and Procedures of the Shire of Corrigin has been undertaken and staff have received Disability Awareness training by the Disability Services Commission. All these measures have been undertaken to assist the Shire to be in a better position to offer employment to a varied workforce including those with disability.

Benefits of the Project

Project Outcomes

- Improved facilities that catered to the needs of people with disability were installed at the Shire Works Depot. This included a new accessible toilet and shower which was not provided at the Shire previously.
- The Shire has had a small increase in the employment of a new employee with a disability. Increased awareness/relationship with the local Disability Employment Service Provider has resulted firstly in the placement during the year and subsequent employment of a local teenager who has a disability.
- The Shire firstly employed a person during the year on a placement but has since employed this person on a part- time fixed term of 6 months which it is hoped can be extended into the next financial year, dependent upon budget decisions.
- The majority of Shire staff have undertaken two different training sessions, one completed by LGIS on Workplace Behaviours/EEO and the second being Disability Awareness training through onsite training conducted by the Disability Services Commission.

- All the relevant Policies and Procedures of the Shire of Corrigin have been reviewed and updated where appropriate. This has included the Disability Access and Inclusion Plan, Equal Employment Opportunity Plan and the creation of a new Recruitment and Selection Procedure.

Employment Outcomes

Increased awareness by senior management of the benefits of employing people with disability has resulted in an ongoing and improved relationship between the Shire and the local DES Provider. This has also resulted in the employment of a local 18-year-old male with disability on a casual basis. He had previously completed a workplace placement and was then offered work for a 6-month period with the possibility of ongoing employment dependent on the normal budget process.

Other Benefits

Whilst at this point in time there has not been a big change in the amount of people who are employed at the Shire with a disability the project has raised the overall disability awareness of the Shire staff. The staff had previously had no training in disability awareness so had very little understanding of the different needs of people with varying degrees of disability and how to handle situations that arise in the workplace. This project has helped with the overall understanding of staff within the Shire from a customer service point of view as well employee relations.

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EASTERN METROPOLITAN REGIONAL COUNCIL (EMRC)



Name of Project

Fostering Equal Opportunity Ethos Within the EMRC

Total Project Cost

\$10,269

Timing

November 2016 – April 2017

Brief Summary of Project

EMRC partnered with EDGE Employment Solutions and Another Angle Consulting to deliver:

- training to staff on working with colleagues with disability, with a focus on providing EMRC staff with the skills and confidence to work with co-workers with disability
- "Mentoring Co-workers with Disabilities" training to Directors, Managers and Supervisors, to enhance their skills in managing staff with disability, and support them in becoming productive members of the workforce
- training to staff to provide a multi-dimensional view of disability and challenge the traditional opinions and social values with regards to people with disabilities
- a review of EMRC's position descriptions and recruitment procedures (from an Equal Employment Opportunity perspective) with recommendations which will be used to improve EMRC's recruitment procedures, so that people with disability face no barriers in applying for and maintaining employment at the EMRC. (This project will be included in the 2017/18 HR Business Plan.)
- a survey (baseline) of supervisors and managers to determine level of confidence and skills in mentoring and managing people with disability (survey to be repeated biennially)
- biennial training on working with / managing people with disability to staff / supervisors / managers.

Benefits of the Project

Project Outcomes

Key intended outcomes:

- Feedback from staff attending the training sessions is that they feel more informed and aware of disability, and have a better understanding of the barriers that people with disability face. Supervisors have commented that they are better skilled in dealing with issues that may arise and are more confident in how to manage these.
- Staff have acknowledged that there are unconscious biases and it is difficult to remove these. However, with practical and hands on training sessions, they are better equipped to challenge their own assumptions.

Employment Outcomes

This project has increased the employment of people with disability at the EMRC.

- EMRC has recruited four staff from EDGE Employment Services to work at the Hazelmere Resource Recovery Park (HRRP) on 12-month contracts. Training has been tailored to their needs, which includes pictorial safety training material.
- The KPIs will provide data on whether Outcome 7 of EMRC's Disability Access and Inclusion Plan is achieving its objective.

Other Benefits

- EMRC received a "Leading Employer Award" from EDGE Employment Solutions in the Government Employer category in October 2016. When providing the award EDGE stated that the EMRC had made a significant contribution and had gone above and beyond in creating opportunities for people with disability in Western Australia.
- In a November 2016 media release, the EMRC CEO stated "The EMRC is committed to providing an inclusive and safe workplace for all employees and enhance disability confidence and a culture of inclusiveness within the organisation. The EMRC will continue to provide staff with the skills and confidence to work with and support co-workers with disability and help them to become independent and productive members of the workforce".

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CITY OF FREMANTLE (1)

Name of Project

Achieving an Inclusive Workplace

Total Project Cost

\$18,278

Timing

March – July 2016

Brief Summary of Project

1. Purchased and customised an online disability awareness training module to be used as part of the City's mandatory induction package.
2. Contracted a skilled project officer to develop a customised, face-to-face City of Fremantle disability awareness training package to increase confidence of City staff and to promote an inclusive workplace culture.

Benefits of the Project

Project Outcomes

- An online disability awareness training module has been customised and will soon be rolled out for all new staff as part of their online induction. This will show new staff that the City is committed to developing an inclusive workplace. It includes a section on working with people with disability.
- A new statement on approach to disability has been developed for current and prospective staff and will be used in the induction as well as the face-to-face training: 'The City of Fremantle encourages diversity and is committed to creating an accessible, inclusive and welcoming community for people of all ages and abilities'.
- A PowerPoint presentation and content, including practical activities, that will be used for regular face-to-face staff disability awareness training. This includes practical activities to address existing attitudes and misconceptions around disability, making accessible information, terminology to use and avoid and communicating with people with disability. This will facilitate more positive workplace relationships and interactions for people with disability in the City.

- Resources for training and simulation has been identified and found, ready for purchasing in the new financial year.
- Pre-and post-surveys have been developed that will be used to monitor staff disability awareness, confidence and attitudes toward disability.
- A number of relationships have been developed with people with disability who will be contracted as guest speakers for training sessions.

Employment Outcomes

- Online induction module and face-to-face training will soon commence and this will lead to positive employment outcomes in the long term. Improvements in disability awareness, confidence and attitudes toward disability will be fundamental at three stages - attracting, selecting and retaining existing employees with disability.
- It is expected that a higher number of people with disability will seek employment, that staff are more likely to report a disability and that there will be an increase length of tenure of people with disability.
- Guest speakers with disability will be contracted to be part of regular disability awareness training.
- A new process has been put in place within the City's recruitment process. This additional process involves the dissemination of all vacancies to a wide net of Disability Employment Service (DES) providers. Feedback has been requested and received that the vacancies are being received and the City has started receiving DES applications in response to the ads.
- Conversations around employing people with disability have lead HR to further develop relationships with local DES providers which has so far led to work experience placements. DES providers saw the City's successful application for the Lighthouse grant as a positive commitment to employing people with disability. DES providers have increased the number of applications they are sending through for roles which increases the likelihood of people with disability receiving work with the City.

Other Benefits

- The project has developed a strong working relationship between the Access and Inclusion Officer and the HR team. Regular discussions and brainstorming has extended plans around employing people with disability. As a result, the City is likely to soon enter into a partnership with the National Disability Recruitment Coordinator to undertake a review of the City's recruitment policies and procedures.
- Disability terminology in verbal and written communications by City staff has noticeably improved. While formal training has not yet commenced, discussion around the grant and upcoming training has sparked conversations and interest.

- Conversations around an inclusive workplace and disability awareness training have led to an awareness that staff require further specialised training around disability access and inclusion.
- Project information sessions and the assessments have deepened understanding of the steps needed to improve employment outcomes for people with disability. This has helped prioritise the City's focus based on where we are currently. Two new focus areas for the future will be raising the new CEO's awareness and knowledge as well as looking into starting a disability advisory/reference group. Both of these will be fundamental in improving long term outcomes.
- Further research has been undertaken into how funding can be accessed to modify workplace buildings, facilities and equipment as required for existing and new staff.

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CITY OF FREMANTLE (2)

Name of Project

Achieving an Inclusive Council and Workplace

Total Project Cost

\$12,797

Timing

November 2016 – May 2017

Brief Summary of Project

The City of Fremantle (the City) completed staff training to improve disability awareness, confidence and attitudes toward disability including:

- Vision awareness training combining theory and simulation exercises to communicate with and guide people who are vision impaired.
- Deafness awareness training that combined general communication skills and knowledge and an overview and examples of National Relay Service (NRS) training.
- Mental health awareness training covering factors of mental health problems and introducing the importance of 'connectivity', recognition of workload and ideas for practical resilience.
- Mental health awareness training for managers.
- Digital access introduction with Managers and a "heads-up assessment" of the City's website including the City's career - recruitment pages. Visual checks, screen reader test and automated tool assessment undertaken to identify critical shortcomings.
- Staff workshop: 'How to escape the accessibility island'. Understanding how people with disability engage with online content, ICT requirements, considerations for creating and marketing content.
- Disability awareness sessions with casual and permanent staff who are employed at the Fremantle Leisure Centre and Hilton PCYC.

Benefits of the Project

Project Outcomes

The City's long-term project outcomes include increasing the approval of new initiatives, improving long-term staff awareness of people with disability, and increasing the employment and tenure of people with disability within the City. Throughout the City's Access and Inclusion Plan 2016-2020 these long-term objectives will be measured.



In the short term, the City aimed to increase the number of staff participating in specialised awareness training programs. A total of 179 staff attended fourteen different awareness training sessions as a result of the project.

The staff rated the training highly from good to excellent. There was also consistent feedback about ongoing training to further strengthen staff confidence about working with people with disability.

The training provided has greatly assisted in laying the foundation for an inclusive organisation culture. There has been a significant increase in the a of awareness of staff regarding the DAIP and where to locate it on the City's website.

The City has more work to do but with continued training in improving disability awareness, confidence and attitudes toward disability, the City is headed in the right direction.

Employment Outcomes

This project has supported the recruitment of three new City employees who have a disability. A job share position in the Parks department for two people with disability has been created.

Furthermore, a youth development grant was utilised to employ a young PWD for a twelve-month traineeship with the City's Community Development team.

Other Benefits

Positive feedback from a young person with disability who was recently employed by the City in a traineeship position with the Community Development team.

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SHIRE OF GOOMALLING

Name of Project

Goomalling Accessible Employment Project

Total Project Cost

\$15,075

Timing

November 2016 – March 2017

Brief Summary of Project

Stage 1 - Update Council DAIP

Stage 2 - Update Council Policy

The project involves a review from an external consultant of Council's policy including the development of an Equal Employment Opportunity Policy and Reasonable Adjustment Policy in consultation with Essential Personnel in Northam (DES). Council adopted new and amended policies at the March 2017 Ordinary Council meeting.

Stage 3 - Disability Awareness Training

Training was targeted at human resources, recruitment and management staff to ensure they're aware of the benefit of a diverse workplace and creating an accessible work environment.

Stage 4 - Develop Work Experience Program with Essential Personnel (Northam)

Council will facilitate work experience program for people with a disability to gain experience in the local government sector, increases confidence and employment prospects.

Stage 2 and 3 were completed with the grant funding.

Stage 4 was impacted by lack of persons willing to participate in the traineeship program. Council will continue to work with Essential Personnel Northam to develop the program.

Benefits of the Project

Project Outcomes

- increase in the number of people with disability seeking employment in the organisation
- improved disability access within local government workplaces
- an increase in disability awareness and inclusivity by staff
- an organisational shift toward a culture that is inclusive of people with disability

Employment Outcomes

- training for managerial staff ensures recruitment processes are adjusted to be more equitable and create a trickle-down improvement in the organisational culture of accepting wider diversity in the workplace. This could be further enhanced by including policies and diversity training in employee inductions.
- the review and amendment of Council policies and procedures to properly reflect organisational values ensures all staff understand and adhere to Council views on diversity and ensure a consistent approach to processes across all departments to achieve a more equitable outcome for all prospective employees with a disability.
- Council has created an MOU with Essential Personnel to facilitate the creation of more opportunities for people with a disability in Goomalling to gain experience in a local government environment. Staff training and updating policies has better prepared Council for the development of a work experience program

Other Benefits

The project gave staff greater accessibility and awareness of support services if working with people with a disability.

The disability awareness training gave staff that work with colleague with a disability greater confidence in working with them and ability to identify their unconscious negative behaviour (such as use of derogatory language) that may impact a positive work environment.

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SHIRE OF KALAMUNDA

Name of Project

Outcome 7 - Training for Management Staff

Total Project Cost

\$6,385

Timing

March 2017

Brief Summary of Project

Delivery of a training workshop designed to inform and equip management staff to confidently implement Outcome 7 of the DAIP. The workshop was co-facilitated by three people with disability and a parent of a person with disability.

The workshop included a PowerPoint presentation of key information and handout materials.

The people with disability spoke of their experience in seeking employment. All three people with disability were well educated and highly qualified for employment. Employment scenarios were acted by people with disability.

A Q&A session was held with facilitators and people with disability.

Participant surveys were carried out before and after the workshops. A report was prepared containing staff feedback on the workshop and any emerging recommendations for the Shire.

A handbook was produced to support Shire staff in ongoing implementation of the learnings from the workshop.

Benefits of the Project

Project Outcomes

Increased understanding of management and staff to improve information and processes for recruitment and retention of people who may present a range of existing or acquired disability issues within the workplace.

Employment Outcomes

Increased understanding by management and staff to improve information and processes for recruitment and retention of people who may present a range of existing or acquired disability issues within the workplace

Other Benefits

The workshop contributed to an increase in the management's confidence in several areas of disability employment. Of particular interest was a better understanding of the range of issues faced by people with disability in relation to obtaining employment and how their employment contributed positively to the culture of the workplace. An overwhelming number of participants said the most useful aspects of the workshop was the presenters' experiences and being able to openly ask questions and discuss issues. Further knowledge was developed in understanding the resources available to facilitate the employment of people with disability. The workshop generated a further commitment by Shire staff to look at policies, procedures and practices that would further promote the recruitment and inclusion of people with a disability into the Shire's workforce.

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CITY OF KALGOORLIE-BOULDER

Name of Project

Disability Awareness Training & Access Improvement for City of Kalgoorlie-Boulder

Total Project Cost

\$16,529

Timing

October 2016 – February 2017

Brief Summary of Project

1. Disability Awareness Workshops were conducted with 58 staff attending.
2. An automatic open and self-closing door was installed at the main administration building of the City of Kalgoorlie-Boulder.

Benefits of the Project

Project Outcomes

Outcomes of the project:

- Staff gained greater awareness and appreciation for challenges that people with disability face
- City of Kalgoorlie-Boulder became more disability friendly with a workplace design and culture that is more accommodating for people with disabilities
- An environment was begun to make employees with disability feel more included as a result of greater staff understanding of issues that people with disability face
- Ongoing training/induction programs are being amended based on learnings from the training
- DES agencies have been contacted to advise City of Kalgoorlie-Boulder's latest improvements to provide a disability friendly workplace.

Employment Outcomes

It is expected that this project will lead to increased employment of people with disability in the City of Kalgoorlie-Boulder, and improve the workplace experience, through a combination of staff awareness and culture change, candidate awareness of the improvements through the DES providers, and the physical improvements to the building.

Other Benefits

- Stakeholder feedback on the disability awareness training shows a range of benefits.
- Anecdotal feedback from people with disability who have used the new back door has been positive.

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CITY OF MANDURAH

Name of Project

Inclusive Workforce Project

Total Project Cost

\$21,300

Timing

October 2016 – June 2017

Brief Summary of Project

In line with the City of Mandurah Access and Inclusion Plan (2015-2020) Outcome Seven, the "Inclusive Workforce Pilot Project" was implemented throughout the Mandurah Libraries Team. The project aimed to identify the disability profile, identify barriers and actions for improvement and survey staff attitudes and awareness of disability and diversity awareness. The Project involved a document review, an access audit, staff consultation and an online survey for the Libraries team, including volunteers.

From the findings of the team survey a customised training session was developed and implemented for the Libraries team. The recommendations and findings from the project were presented to the Executive Leadership Team (ELT).

The ELT put forward key recommendations for future planning that are listed in the Project Outcomes below. These recommendations were reported to Council and endorsed.

Benefits of the Project

Project Outcomes

a) The key outcomes of the project are:

- The following recommendations and findings will inform the strategies of the Access and Inclusion Implementation Plan 2017-2020 and the City's Workforce Plan:
 - Improving recruitment and selection policies and processes
 - Supporting and encouraging people of all abilities to seek employment at the City
 - Identifying opportunities for a pilot project to provide employment, work experience, volunteer and traineeship opportunities for people with disability
- Library teams were surveyed before and after the project. Identified needs were addressed through a customised training session on perception and culture.

Employment Outcomes

This project has identified the City's current capacity to employ people with a disability and how we could work towards being an employer of choice. The following recommendations that have been discussed by the Executive Leadership Team are expected to increase the organisation's capacity to employ people with disability:

- Forming a Steering Group to offer guidance and leadership in delivery of improved employment outcomes
- Developing a Training and Education Plan for City staff relating to employing and working with people with a disability focused on:
 - Improving culture
 - Raising awareness
 - Creating a welcoming workplace for people with disability
 - Establishing a pool of people with a disability who are job ready
- Developing policies for:
 - Infrastructure - workplace improvements to better accommodate people with a disability
 - Recruitment and selection processes to ensure every opportunity is given to people with a disability.

Other Benefits

- Through the survey process within the library team (including volunteers), 20% of respondents reported having a disability which is in line with the national level of people living with a disability.
- Increased knowledge of existing support services and programs, such as:
 - Support - The Australian Network on Disability
 - Programs - Disability Confident Recruiter Program, Stepping Into Program
 - Resources - The Access and Inclusion Index

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CITY OF MELVILLE

Name of Project

Inclusive Careers at City of Melville

Brief Summary of Project

Identify and promote targeted opportunities for people with disabilities to apply for and work at the City of Melville.

Total Project Cost

\$10,998

Timing

January – June 2016

Brief Summary of Project

1. Created information booklet, containing information regarding application process and various opportunities available at the City.
2. Formed relationships with schools and career advisors at various schools, including Corpus Christi, and presented to the students at Corpus Christi.
3. Created content for online learning module – recruitment and selection. Focussed on content and quiz questions in relation to people with disabilities.
4. Created a video, including appearances from the Mayor and CEO in relation to embracing diversity and inclusive careers at the City.

Benefits of the Project

Project Outcomes

1. Increase in targeted opportunities for people with a disability seeking employment opportunities at the City of Melville to gain:
 - permanent, temporary or casual employment with City
 - work experience
 - traineeship/apprenticeships
 - volunteering opportunities

2. An increase in the engagement, education and awareness of internal stakeholders supported by online training – the success of employees undertaking the training and consequently achieving the competency.
3. Improvement in staff morale, understanding and empathy in regard to disability employment, including increased knowledge and confidence in dealing with all abilities to meet the diverse needs of the community. Enhancing creativity and problem solving through being flexible, adaptable and tolerant of difference.
4. Reinforcement of the organisation's values of vibrancy, relationships, excellence and wellbeing through focusing on the people as well as the business.

Employment Outcomes

This project has contributed greatly to re-introducing communication lines between the City and local schools, TAFEs, Universities, employment services agencies and disability organisations.

In terms of increasing the employment of people with disability in the organisation, a position has been identified in the City's Leisure Service area for disability recruitment, with expressions of interest for the position to be advertised shortly.

This has resulted from feedback gathered from our supervisors and discussions with disability employment service agencies.

The increase in the number of applicants with a disability that apply for vacancies at the City will be monitored through the online recruitment process.

Other Benefits

A positive of this project is the commitment from the City to ensure a continuous effort in increasing the opportunities available at the City of Melville to people with disability.

An unexpected but desirable outcome of this project has seen the DES providers grow confidence in the City's recruitment and selection processes, due to a greater understanding of the City's processes and a centralised approach to applying for positions and volunteering opportunities at the City. This has enabled communication lines to be re-opened with DES providers to ensure a consistent and centralised approach to disability employment.

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SHIRE OF MURRAY (1)

Name of Project

Opening the Doors to Employment

Total Project Cost

\$13,250

Timing

February – May 2016

Brief Summary of Project

This project improved access to the Administration building, which was the highest priority issue identified through the workplace self-assessment tool. Three doors, which are the main entry points to the building, were replaced. A second ACROD parking bay and signage was also provided at the Administration building.

In addition, two stand-up desks were purchased to accommodate employees who are managing ailments such as back pain or those who have specialised needs. These were trialled with existing staff members. A stand-up desk trial was carried out with existing staff members leading to a budget submission requesting further funds from Council to

Benefits of the Project

Project Outcomes

Upgrades to three entry points to the Shire administration Centre improved physical access allowing the Shire to cater for members of the public with mobility issues. This was the highest priority issue identified through the workplace self-assessment.

An additional ACROD parking bay and appropriate signage was installed in the side car park and the most accessible entry point to the administration centre. This car park did not have an ACROD parking bay prior to the Lighthouse Project.

In addition, two stand up work stations were purchased and a trial carried out on staff members. The trial was successful and a budget submission has been put forward to purchase additional stand-up stations for the Administration building and other Shire managed facilities to cater for new and existing staff members.



Employment Outcomes

This project is the first phase in upgrading the accessibility of the Administration building for prospective employees. The Shire will continue to upgrade internal space and seek further funds to be more accommodating to prospective employees who use a wheelchair.

Other Benefits

The development of Outcome 7 strategies allowed the Shire of Murray to focus on the current barriers and limitations faced by individuals to gain employment with the Shire. Strategies were developed with the existing accessibility issues and budget limitations in mind.

The Lighthouse Project has assisted with raising awareness of existing barriers across a wide variety of internal departments.

Outcome 7 initiatives had to be implemented at the ground level in order to be effective for the long term. The following six strategies were developed by the Shire of Murray, following external, internal and targeted feedback:

- 7.1 Review all PD's for inclusivity for people with disability
- 7.2 Ensure position advertisements are inclusive for people with disability
- 7.3 Collect and collate statistics on how many people with disability are employed by the Shire
- 7.4 Ensure a process to secure funding where disability requires additional resources
- 7.5 Create an inclusive culture through staff orientation and training opportunities
- 7.6 Attend meetings with local Disability Service Providers

The overarching strategies have increased the number of people seeking employment with the Shire of Murray. Position descriptions have been reviewed for inclusivity prior to being advertised and all advertisements now include an inclusive tagline.

Strategy 7.6 Attend meetings with local Disability Service Providers - the on-going meetings held with Disability Service Providers are providing clear benefit to people with disability and increasing the number of people with disability seeking employment within the Shire. Two clients of Forrest Personnel have been provided the opportunity to carry out work experience with the Shire of Murray. The work experience opportunities may not have been made available if not for the regular meetings being held between the Shire of Murray Human Resource Department and Disability Service Providers.

Local schools looking for work experience or paid work for students with disability have also been provided information on the Shire's Outcome 7 strategies and referred through to the Human Resources Department.

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SHIRE OF MURRAY (2)

Name of Project

Creative Pathways

Total Project Cost

\$8,855

Timing

February – May 2017

Brief Summary of Project

1. Enlargement of two doorways to meeting rooms including repair and repaint of walls and floors
2. Enlarging the doorway to an accessible bathroom

Benefits of the Project

Project Outcomes

The adaptations to the building infrastructure has made the building more accessible for people with disability.

Employment Outcomes

The Acacia room is traditionally where job interviews are held for positions available within the Shire of Murray as the room is the closest to the front reception area. Now these doors have been upgraded, it is expected that people with disabilities will feel more comfortable applying for positions at the Shire.

The Shire of Murray did not previously have adequate bathroom facilities for employees that use wheelchairs or require mobility assistance. The project has therefore increased viable employment opportunities for people with disability.

Other Benefits

This project has opened communication between staff of the Shire of Murray as well as external organisations regarding facilities and accessible spaces within the Shire.

Some areas of the Shire now have increased volunteer participation from those with disability and as such staff are now becoming more aware of not only the needs of people with disability but the value they can provide to the organisation.

The Shire also recently restructured the Murray Access and Inclusion Group to consult on future adaptations and to assist in the creation of the new Disability Access and Inclusion Plan. This group regularly had to meet offsite due to bathroom facilities at the main administration building being inadequate – the project means the group can now meet onsite.

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CITY OF NEDLANDS

Name of Project

Recruiting and Working with People with a Disability - Training by Edge Employment Solutions.

Total Project Cost

\$6,100

Timing

June 2017

Brief Summary of Project

Targeted training sessions in workshop format delivered for Human Resources; Executive; Managers and Supervisors; and General Staff respectively

All sessions addressed:

- Concepts and definitions of disability
- Barriers to employment for people with disability
- Inclusive communication
- Benefits of working with people with a disability

The sessions aimed at the Executive, Managers and HR addressed the services and resources available to support employing people with a disability and recruitment and retention processes and policies.

The training sessions were delivered in the context of the City's DAIP, Outcome 7 and the fact that the current DAIP ends in 2018 with Outcome 7 actions earmarked as a section for development.

Benefits of the Project

Project Outcomes

The following outcomes were achieved:

- Content was humanised with presenters including job seekers and workers with a disability
- Awareness of barriers and capacity each person has to contribute to change

- Awareness of supports available and how DES providers can work within recruitment processes
- Awareness of the role played by recruitment procedures and other barriers currently existing in the workplace
- Focus on people's abilities
- Commitment to development of Outcome 7 actions of DAIP
- Benefits of promoting, building and maintaining an inclusive workforce
- Benefits of providing rewarding employment and training experience

Employment Outcomes

By challenging assumptions and promoting an increase in awareness and confidence and the ongoing development of inclusive culture, the City will be a more rewarding place to work and aware of what is required to ensure that people with a disability can access information about vacancies, apply for positions and participate in the selection process and maintain employment.

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SHIRE OF PERENJORI

Name of Project

Disability Awareness Training and Policy Review

Total Project Cost

\$7,466

Timing

October 2016 – May 2017

Brief Summary of Project

1. 'Disability Awareness Workshop' for 20 staff members exploring the different kinds of disability.
2. Review and update of the Shire's Employment Policy.
3. Preparation of an event policy to foster inclusiveness for everyone within the organisation and their customers.
4. A 'crucial conversation' workshop with Shire Staff.

Benefits of the Project

Project Outcomes

- a) Increased awareness and clarity to all employees about inclusiveness
- b) People have improved skills on how to approach colleagues, customers and others in terms of 'crucial conversations'. During the process, it became clear to staff that we have to keep working on 'crucial conversation' skills to create a workplace environment where people like to work.
- c) Diversity and acceptance is considered relevant in our organisation.

Employment Outcomes

We have recently employed someone who is suffering from a non-visible disability.

Other Benefits

Unexpectedly, staff had to deal with another staff member with a disability. To see their reactions and speak about the training we just received has helped progress the conversation.

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CITY OF SOUTH PERTH

Name of Project

City of South Perth Accessible Workplace Initiatives

Total Project Cost

\$13,168.47

Timing

December 2016 – June 2017

Brief Summary of Project

1. Disability Awareness Training
2. Disability Work Experience Program Feasibility Study
3. Disability Employment Business Sundowner

Benefits of the Project

Project Outcomes

Disability Awareness Training: Hands on, interactive awareness training that engaged staff and highlighted ways to be an inclusive and diverse workplace.

Disability Work Experience Program Feasibility Study: The Study provides a pathway for the City to initiate a formal program trial, based on the recommendations of the external consultation process.

Disability Employment Business Sundowner: A networking event where Disability Employment Service (DES) Providers connect with local business (including the City of South Perth) and people with disability which led to an increase in the city staff and business communities understanding of DES providers and what they can offer.

Employment Outcomes

Increased staff understanding of people with disability in the workplace is expected to create a more inclusive workplace.

The Disability Work Experience Program aims to offer paid employment to those who are involved, either at the City of South Perth or another organisation.

The Disability Employment Business Sundowner increased awareness of ways the City can help increase the employment of people with disability and led to opportunities:

- Approximately 10 people connected with a DES provider on the night.
- A number of people spoke directly with the Manager of the Crownability Program from the Crown Hotel.
- The City's CEO and Executive Management Team would like to run the event yearly.

Other Benefits

An unexpected benefit was the ongoing relationships formed with key stakeholder groups within the disability sector e.g. partnership projects being developed with the Crownability Program run through Crown Hotel.

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CITY OF STIRLING

Name of Project

Originally 'Inclusive Employment at Stirling' Renamed to 'Rethink Employment'

Total Project Cost

\$13,895

Timing

September 2016 – May 2017

Brief Summary of Project

The video features City of Stirling employees and well-known people in the disability sector, sharing their stories on the challenges and benefits of employment for people with disability.

Benefits of the Project

Project Outcomes

- Providing information on recruitment relevant to City employers and strengthening the messages around the employment of people with disability.
- Promoting the recruitment of volunteers with disability; will result in a more diverse volunteering pool and assist people with disability to become 'work ready.'
- Complements the City's existing recruitment and disability awareness training and provides an additional method for learning.
- Looks at ways to attract people with disability to jobs
- Increase the length of tenure of people with disability employed by the City and business community
- De-mystifies the process of employing people with disability by identifying solutions and funding supports, practical advice and information.
- Facilitates an inclusive culture and processes for ongoing positive employment outcomes for people working for the City of Stirling and in the business community.
- Supports the City to become a disability competent workplace.
- Raises awareness and dispels common misconceptions such as; people with disability having a higher rate of absenteeism and employers believing the cost of modifications to the work environment will be unaffordable.
- Emphasises the need to involve the person with disability in the development of an accessible and inclusive workplace.

Employment Outcomes

The aim is to increase employment opportunities for people with disability by addressing concerns and questions encouraging City staff and businesses involved in recruitment.

Other Benefits

Working closely with Human Resources to deliver this project has reinforced the benefits of employing people with disability and led to initiation of further networking opportunities between the City and DES Providers.

There has been an increased level of awareness for interviewee line-management.

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TOWN OF VICTORIA PARK (1)

Name of Project

Inclusive Recruitment Foundations

Total Project Cost

\$17,270

Timing

January – May 2016

Brief Summary of Project

To undertake a review and redesign of the Town of Victoria Park Human Resource policies and associated documentation.

The second component of the project was to improve organisational 'disability confidence' in alignment with the Town's cultural values of Positive, Inspirational and Caring (PIC) through delivery of staff training.

This was successfully achieved through stakeholder engagement:

- Focus Group - DES providers and clients
- Inclusive Foundations Surveys
- Delivery of inclusive Recruitment Foundations training sessions.

Benefits of the Project

Project Outcomes

1. Improved 'disability confidence' of staff comparing Inclusive Recruitment Foundations 'pre' and 'post' inclusive recruitment foundations survey data - ACHIEVED (all employment phases)
2. Substantial attendance by Directors, Executive Managers, Managers, Supervisors and other relevant staff supporting recruitment, selection, induction and retention at the 'Inclusive Recruitment Foundations training' - ACHIEVED (22)
3. Improved suite of Human Resource policies and procedures that support an inclusive approach for people with disability during the employment phases recruitment, selection, induction and retention - ACHIEVED (12)

Employment Outcomes

The improved suite of Human Resource policies and recommendation for a new Disability Participation policy provides a 'sound foundation' for future workforce recruitment.

Other Benefits

An unexpected benefit was the creation of a new Policy entitled 'Disability Participation' to align with DAIP Outcome 7.

New connections have been established with local Disability Employment Service providers who attended the focus group to support identifying challenges and experiences in accessing employment and navigating the recruitment and selection process.

A mentorship program has been delivered by one DES Provider to support one of the Town's Managers.

Through qualitative and quantitative feedback received from Town staff, the project has constructively 'enabled an organisational conversation' which has demystified some beliefs, addressed some concerns or issues and positively affected desired change to become a 'disability confident' organisation.

Creating community awareness of the Town's intent using social media to advertise to the industry sector through LinkedIn and informing the public through Facebook demonstrates commitment to employing people with disability.

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TOWN OF VICTORIA PARK (2)

Name of Project

Inclusive Pathways to Employment Strategy

Total Project Cost

\$17,340

Timing

September 2016 – March 2017

Brief Summary of Project

Development of an Inclusive Pathways to Employment Strategy

Benefits of the Project

Project Outcomes

The development of a Pathways to Employment Strategy for the Town to improve as an accessible and inclusive workplace by:

- Tracking the recruitment and retention of people with disabilities.
- Identifying suitable traineeships that align with the Town's workforce skills and qualification requirements
- Strengthening the partnership with a preferred disability employment service provider through the establishment and signing of a Memorandum of Understanding.
- Identifying educational institutions providing relevant certificate qualifications that support traineeships.

Employment Outcomes

The Inclusive Pathways to Employment Strategy actions will be incorporated into the DAIP Annual Implementation Plans under Outcome 7.

The project has provided the opportunity for human resources to focus activities that ensure processes and practices are equitable, inclusive and consistent.

Sharing of all employment opportunities directly with disability service providers will increase the opportunities for people with disability applying and securing employment with the Town.

An increased awareness through disability networks of the Town's commitment to employ people based on skills and qualifications will increase the confidence of people with disability to apply for employment.

Working in partnership with training and education organisations will increase pathways to employment through volunteering, work experience and traineeships.

Human Resource team acknowledge the need to review processes and procedures to ensure that the needs of people with disability are met in the workplace and as potential employees.

Other Benefits

The development of strategies that further Outcome 7 in the DAIP 2017 - 2022 (draft).

The Town has been able to translate a volunteer placement of an Indigenous person with disability into a two-year traineeship at the Town's Digital Hub. This came about because of the skills demonstrated by the volunteer was recognised by the coordinator. The Town was able to develop a format to facilitate the process.

An Access Audit was conducted in June 2017 and the Report is currently being considered by the Town. Recommendations in the Report will be considered for inclusion in the Annual Implementation Plans that deliver DAIP Outcomes including Outcome 7.

Emergency evacuation signage, equipment and procedures to be updated to reflect recommendations in the Access Audit Report July 2017.

The Town's Administration Centre Access Audit has highlighted improvements for the workplace to be more accessible and inclusive. The recommendations will be actioned through the DAIP Annual Implementation Plans.

Entering into a Memorandum of Understanding with a disability service provider will provide the opportunity for human resource staff to learn more about disability in the workplace and feel supported when translating that learning into processes and practices.

Format for delivering the Diversity Survey will be further considered to maximise input and confidence of people with disability to participate completely.

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SHIRE OF WANDERING

Name of Project

Wandering Workplace Inclusivity

Total Project Cost

\$13,600

Timing

November 2016 – July 2017

Brief Summary of Project

Human Resources policies and practices, including position descriptions for the Works Department have been updated and realigned to include future employees with a disability.

The Front reception counter has been modified to allow the desk to be raised electronically for employees who may be contained in a wheelchair. The alignment of the computers, cords, cash draws have also been re-configured.

An ongoing work experience program will be led by the Shire, in conjunction with Forrest Personnel.

Benefits of the Project

Project Outcomes

The outcomes and success of our project will be measured by the increase in the number of people with disability seeking employment within the Shire. As we are a small Shire, the opportunity of vacancies is limited, but efforts to raise awareness and inclusivity as an employer will achieve a culture change and improved management practice.

The changes in position descriptions being inclusive and our relationship with the local DES provider will be a strong factor in our project outcomes. Working towards a work experience module will allow awareness and inclusivity of and management and changes in best practices and the working environment.

Employment Outcomes

The reception counter will allow employees with a disability an inclusive working environment.

The positions descriptions reflect the inclusivity of future employees who may have a disability and reducing the barrier between employee and employer.

The work experience program is an on-going program that will allow managers to modify environments and promote inclusivity within the Shire.

Other Benefits

The project has allowed a wide range of staff to be more proactive in thinking about future employees and disabilities. It has started the cultural change within the office and works department from an employee's perspective.

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SHIRE OF WOODANILLING

Name of Project

Making Woodanilling Accessible

Total Project Cost

\$15,630

Timing

March – June 2016

Brief Summary of Project

Our goal in this project was to overhaul the Shire offices and resolve as many issues identified by the audit as possible.

Benefits of the Project

Project Outcomes

- a) While the main ramp has been found to have a small fault of being fractionally too narrow for comfortable use, the Shire has acknowledged the issue and plans to pay for the alteration in the next 12 months. Overall the rest of the project has been successful.
- b) The stationery now resides in a wide hallway; the parking bays are clearly designated; and the ramp to the staff entrance is working well. Our policies have been updated.
- c) There has been a noticeable growth in staff awareness and understanding of disability.

Employment Outcomes

While this project has not increased the number of people with disability working with us to date, it has prepared us to employ applicants with diverse needs in the future. There are far fewer physical obstacles to their employment and the staff now have a greater understanding of Shire policies, in particular our DAIP.

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