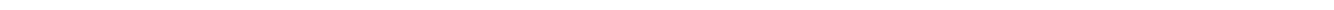




## Disability Access and Inclusion Plan

2022-2027



# **Bunbury Cemetery Board: Disability Access and Inclusion Plan**

## **(DAIP) 2022-2027**

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

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## **Acknowledgements**

The Bunbury Cemetery Board acknowledges the input received from BCB staff and many individuals and groups within the community, which has been invaluable in the preparation of this DAIP.

## **Contact Us**

You are welcome to contact us by the following methods:

Within Australia phone: **(08) 9721 3191**

Our email address is: [info@bcb.wa.gov.au](mailto:info@bcb.wa.gov.au)

Our postal address is:  
Bunbury Cemetery Board  
P.O Box 1115  
Bunbury, WA 6231

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 the office.

## **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 Bunbury Cemetery 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	
<b>Location (of Grave, Memorial, Crypt)</b>	
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 clearly state the relevant details below			
Date:			

## **Background**

### **The Bunbury Cemetery Board**

The Bunbury Cemetery Board (BCB) was created on 1 July 1992 to manage the cemetery and crematorium in Bunbury. The BCB is a fully self-supporting statutory authority within the Western Australian Public Sector. The BCB reports to the Minister for Local Government and the Minister for Health. Revenue is raised from the fees and charges for the services and products provided at the BCB's cemetery. Revenue raised is allocated for the provision of current and future operations and the development of facilities.

The Board of the BCB consists of a chairperson, and six members, all appointed by the Governor in Council and responsible to the Minister for Local Government.

Through the Chief Executive, the BCB manages one cemetery, one crematorium and memorial garden site in Bunbury:

### **Functions, facilities and services (both in-house and contracted) provided by the Bunbury Cemetery Board**

The Bunbury Cemetery Board provides

- **Cremation and Burial services** to the local community through Funeral Directors
- **Memorial Positions** throughout the extensive memorial gardens on site.
- **Genealogy assistance** to members of the public who are researching family trees or of a historical nature
- **Liaising with the Office of Australian War Graves**

## **Planning for better access**

According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2012), 16.2 per cent of Western Australians or over one sixth of the population identify themselves as having some form of disability.

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

Other legislation underpinning access and inclusion includes the WA Equal Opportunity Act 1984 and the Commonwealth Disability Discrimination Act 1992 (DDA).

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

## **Responsibility for the planning process**

A Disability Access and Inclusion Planning committee of the Bunbury Cemetery Board was established in September 2021 comprising the Chief Executive, Chairperson, and a Board Member with personal and/or professional knowledge of disability issues to oversee the development, implementation, review and evaluation of the plan.

## **Community Consultation Process**

As part of the initial consultation process, an advertisement was placed in the “Bunbury Herald”, “Busselton Dunsborough Times”, “Harvey-Waroona Reporter”, “Augusta- Margaret River Times” and “Manjimup-Bridgetown Times” on throughout the month of March 2022, encouraging the public to provide feedback via the Feedback Questionnaire. The questionnaire was also promoted through the SWAP community email group. The process closed on 31<sup>st</sup> March, and directed readers to submit their feedback in three ways:

- Complete the questionnaire accessed via an online survey,
- Reply to the BCB with a supplied hard copy
- Contact BCB to have the questionnaire completed by staff over the phone.

## **Findings of the Consultation**

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

- The identification of a need for greater accessibility of disabled parking,
- Covered walkways
- Wheelchair accessible paths throughout memorial gardens

A consultative meeting was also held with a Board Member that has a disability, to review the grounds and buildings. The Chair and Chief Executive noted the improvements required:

- Accessible ramps from road to memorial garden areas
- Keypad access to Stage 1 and 2 Mausoleums
- Disabled toilet access is insufficient.
- Tactile pavers to be installed as required



## **Responsibility for implementing the DAIP**

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

Implementation of the DAIP is the responsibility of all areas of the Bunbury Cemetery Board. Some tasks in the Implementation Plan will apply to all areas of the BCB while others will apply to a specific area. The Implementation Plan sets out who is responsible for each action. The Disability Access Committee will guide the overall implementation of the plan.

## **Communicating the Plan to staff and people with disabilities**

The Plan is submitted to the Department of Communities in accordance with the *Disability Services Act 1993* (amended 2004).

Employees are made aware of the DAIP through

- Publication on the BCB's website.
- Corporate Induction and
- Ongoing refresher training.

The Plan is published on the BCB'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 local media to alert readers of the existence of, and access to, the BCB DAIP Plan.

As plans are amended, both staff and the community will be advised of the availability of updated plans, using the same methods.

## **Monitoring, evaluation, and review**

The Disability Services Act sets out the minimum review requirements for public authorities in relation to DAIPs. The Bunbury cemetery Board's DAIP will be reviewed at least every five years, in accordance with the Act.

The DAIP Implementation Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues which may arise. Whenever the DAIP is amended, a copy of the amended plan will be lodged with the Department of Communities.

Tasks to complete the evaluation may take the form of staff surveys and analysis of customer feedback

## **Evaluation**

- The Chief Executive will endorse any reports on the disability access and inclusion implementation process annually.
- Once a year, prior to 31 July, the Bunbury cemetery Board will provide advice to the community regarding the implementation of the DAIP and seek feedback on the effectiveness of strategies that have been implemented.
- A notice about the consultation process will be placed in regional newspapers, posted on the Bunbury Cemetery Boards website, and circulated to key disability service providers.
- In seeking feedback, the committee will also seek to identify any additional barriers that were not identified in the initial consultation.
- The committee will use some of the consultation processes used during the initial consultations including questionnaires and meetings with people with disability.
- Bunbury Cemetery Board staff will also be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.

Implementation Plans will be amended based on the feedback received. Copies of the amended Implementation Plan, once endorsed by the Chief Executive, will be available to the community in alternative formats.

## **Review of the DAIP**

- The Disability Access and Inclusion Planning Committee will meet every 6 months in the first year, and as required thereafter, to review progress on the implementation of the strategies identified in the DAIP.
- The review of the BCB's DAIP will be included in the DAIP 2027-2032 which will be submitted to the Department of Communities in 2027. The report will outline what has been achieved under the Department's previous DAIP from 2022 - 2027.

- The committee will prepare a report each year on the implementation of the DAIP. A status report will be provided to the Board for formal endorsement.

### **Reporting on the DAIP**

The Disability Services Act sets out the minimum reporting requirements for public authorities in relation to DAIPs. The Bunbury Cemetery Board will report on the implementation of its DAIP through its Annual Report and the prescribed progress report template to the Department of Communities by 31 July each year, outlining:

- its progress towards the desired outcomes of its DAIP
- the progress of its agents and contractors towards meeting the seven desired outcomes and the strategies it used to inform its agents and contractors of its DAIP.

### **Access and inclusion policy statement for people with disability, their families, and carers**

The Bunbury Cemetery Board is committed to:

- ensuring that people with disability, their families and carers can fully access the range of departmental services and facilities (both in-house and contracted), providing them with the same opportunities, rights and responsibilities enjoyed by all other people in the community
- ensuring that people with disability are given the opportunity to participate in shaping the development of their community through the consultative process with local business and industry in respect of new investments
- consulting with people with disability, their families and carers and where required, disability organisations to ensure that barriers to access and inclusion are addressed appropriately
- ensuring that its agents and contractors work towards the desired access and inclusion outcomes in the DAIP
- achieving the seven desired outcomes of its DAIP.

The seven desired outcomes are:

- 1) People with disability have the same opportunities as other people to access the services of, and any events organised by, the relevant public authority.
- 2) People with disability have the same opportunities as other people to access the buildings and other facilities of the relevant public authority.
- 3) People with disability receive information from the relevant public authority in a format that will enable them to access the information as readily as other people are able to access it.
- 4) People with disability receive the same level and quality of service from the staff of the relevant public authority.
- 5) People with disability have the same opportunities as other people to make complaints to the relevant public authority.
- 6) People with disability have the same opportunities as other people to participate in any public consultation by the relevant public authority.
- 7) People with disability have the same opportunities as other people to obtain and maintain employment with a public authority

## Strategies to improve access and inclusion

### Outcome 1

People with disability have the same opportunities as other people to access the services of, and any events organised by, the Bunbury Cemetery Board

<b>Strategy</b>	<b>Timeline</b>
Provide opportunities for people with disability to comment on access to services and advice provided by the Bunbury Cemetery Board.	Ongoing
Develop the BCB's Access and Inclusion policy to ensure it supports equitable access to services by people with disability throughout the various functions of the Bunbury Cemetery Board.	Dec 2022
Incorporate the objectives of the DAIP into the Bunbury Cemetery Boards strategic business planning, budgeting processes and other relevant plans and strategies.	April 2023
Ensure that any events are organised so that they are accessible to people with disability and Inform business and investor groups on how to undertake events that are accessible for people with disability by providing either hard copy or link to "creating accessible events checklist".	Ongoing

## **Outcome 2**

People with disability have the same opportunities as other people to access the buildings and other facilities of the Bunbury Cemetery Board.

<b>Strategy</b>	<b>Timeline</b>
Install audio loops for use in the chapel and condolence lounge	Jan 2023
Ensure adequate ACROD parking to meet the needs of people with disability in terms of quantity and location.	Aug 2022
Ensure all buildings and facilities are physically accessible to people with disability.	Ongoing

## **Outcome 3**

People with disability can access information from the Bunbury Cemetery Board as readily as other people are able to access it.

<b>Strategy</b>	<b>Timeline</b>
Improve community awareness that BCB information can be made available in alternative formats upon request.	Ongoing
Improve staff awareness of accessible information needs and how to obtain information in other formats.	Ongoing
Improve the awareness of all staff about information needs of people that are hearing impaired, hard of hearing, deaf, and people with speech impediments. This may include the use of interpreters.	Dec 2022

#### **Outcome 4**

People with disability receive the same level and quality of service from the staff of the Bunbury Cemetery Board as other people receive.

<b>Strategy</b>	<b>Timeline</b>
Enhance the awareness and skills of all BCB staff to provide good service to people with disability and are aware of the relevant requirements of the Disability Services Act in service provision.	<b>June 2023</b>
Improve the awareness of new staff about disability and access issues.	Induction and ongoing
Further generate and sustain staff awareness of disability and access issues.	Ongoing

#### **Outcome 5**

People with disability have the same opportunities as other people to make complaints to the Bunbury Cemetery Board.

<b>Strategy</b>	<b>Timeline</b>
Ensure that current grievance mechanisms are accessible and available in formats to meet the needs of people with disability.	Feb 2023
Improve staff knowledge so they can facilitate the receipt of complaints from people with a disability.	June 2022

## **Outcome 6**

People with disability have the same opportunities as other people to participate in any public consultation by the Bunbury Cemetery Board

<b>Strategy</b>	<b>Timeline</b>
Improve community awareness about consultation processes in place.	Dec 2022
Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes and improve access for people with disability to the established consultative processes of the BCB, including the capacity to accept verbal complaints.	Ongoing
Improve access for people with disability to the established consultative processes of the BCB, including the capacity to accept verbal complaints.	June 2022
Seek a broad range of views on disability and access issues from the community.	Ongoing

## **Outcome 7**

People with disability have the same opportunities as other people to obtain and maintain employment with the Bunbury Cemetery Board.

<b>Strategy</b>	<b>Timeline</b>
Commit to using inclusive recruitment practices when advertising new positions.	Ongoing
Engage with key disability employment support providers	ASAP
Provide support and training for management and staff	Ongoing
Ensure policies and procedures are regularly reviewed	Ongoing



## **Appendix 1**

### **Implementation Plan 2022 –2027**

The Implementation Plan itemises what the Bunbury Cemetery Board will be undertaking in 2022 - 2027 to improve access to its services, information, and facilities for people with disability.

The Implementation Plan is presented using a table to outline:

- the broad strategy that the individual tasks are supporting
- individual tasks being undertaken
- a timeline for completion of the individual tasks
- the officer position or part of the Authority with responsibility for completing the individual tasks.

As outlined in the Bunbury Cemetery Boards DAIP, many of the broad strategies will be ongoing; however individual tasks to support the achievement of those strategies may well be undertaken in part or whole between 2022 - 2023 through the Implementation Plan.

Broad strategies that will not be achieved or are ongoing will be supported by tasks outlined in future Implementation Plans.

## Outcome 1

**People with disability have the same opportunities as other people to access the services of, and any events organised, by the Bunbury Cemetery Board.**

Strategy	Task and timeline	Responsibility
<p>Provide opportunities for people with disability to comment on access to services and advice provided by the Bunbury Cemetery Board.</p>	<ul style="list-style-type: none"> <li>• Make available a feedback form in hard and softcopy in different formats for comment on access and services provided by the Bunbury Cemetery Board– <b>ongoing</b></li> <li>• Ensure events are accessible to people with a disability- <b>ongoing</b></li> <li>• Ensure that contractors who do paid work for the BCB that impacts the public are aware of how they address access and inclusion for people with a disability</li> </ul>	<p>Chief Executive/ Administration staff</p>

	in any work undertaken	
<p>Develop the BCB’s Access and Inclusion policy to ensure it supports equitable access to services by people with disability throughout the various functions of the Department.</p>	<ul style="list-style-type: none"> <li>• Research, and develop Access and Inclusion Policy for implementation – <b>Dec 2022</b></li> <li>• Policy will be drafted and forwarded to the BCB for endorsement – <b>Jan 2023</b></li> </ul>	Disability Access Committee

Strategy	Task and timeline	Responsibility
<p>Incorporate the objectives of the DAIP into the Bunbury Cemetery Boards strategic business planning, budgeting processes and other relevant plans and strategies.</p>	<ul style="list-style-type: none"> <li>Identify appropriate strategic business planning documents, budget processes and all other relevant plans and strategies requiring alignment with the DAIP for presentation to the Board – (for completion by Apr 2023)</li> </ul>	<p>Chief Executive</p>
<p>Ensure that events are organised so that they are accessible to people with disability.</p>	<ul style="list-style-type: none"> <li>Ensure all events are planned using the Disability Service Commission’s Accessible Events checklist – <b>ongoing</b></li> <li>Make sure new or contracting staff are aware of the Accessible Events checklist through induction and reference in tendering process – <b>ongoing</b></li> </ul>	<p>Chief Executive/ Site Team Leader</p>

## Outcome 2

**People with disability have the same opportunities as other people to access the buildings and other facilities of the Bunbury Cemetery Board.**

Strategy	Task and timeline	Responsibility
Installation of audio loops to help the hearing impaired in the chapel and condolence lounge	<ul style="list-style-type: none"><li>Investigate local suppliers and installers and make submission to Board for installation- <b>Jan 2023</b></li></ul>	Chief Executive
Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location.	<ul style="list-style-type: none"><li>Undertake an audit of ACROD bays and implement a program to rectify any non-compliance – <b>August</b></li></ul>	Chief Executive/ Site Team Leader

	<p><b>2022</b></p> <ul style="list-style-type: none"> <li>Consider the need for additional bays at some locations – <b>August 2022</b></li> </ul>	
<p>Ensure that all buildings and facilities are physically accessible to people with disability.</p>	<ul style="list-style-type: none"> <li>Audit and identify access barriers to buildings and facilities using the Access and Inclusion Resource Kit checklists and Disability Access Consultants – <b>Sept 2022</b></li> <li>Identify access complaints to support audit results – <b>Sept 2022</b></li> <li>Prioritise and make submission to the Board to commence work on rectifying identified barriers – <b>Oct 2022</b></li> </ul>	<p>Chief Executive/ Site Team Leader</p>

### Outcome 3

**People with disability receive information from the Bunbury Cemetery Board in a format that will enable them to access the information as readily as other people.**

Strategy	Task and timeline	Responsibility
<p>Improve community awareness that Authority information can be made available in alternative formats upon request.</p>	<ul style="list-style-type: none"> <li>• Ensure that all documents carry a notation regarding availability in alternative formats – <b>Ongoing</b></li> <li>• Advise the community via the local newspaper, website and on site that other formats are available- <b>Ongoing</b></li> </ul>	<p>Chief Executive/ Administration staff</p>
<p>Improve staff awareness of accessible information needs and how to obtain information in other formats.</p>	<ul style="list-style-type: none"> <li>• Make Accessible Information guidelines available via hardcopy- <b>Aug 2022</b></li> <li>• Develop Accessible Information policy –</li> </ul>	<p>Chief Executive/ HR Consultants</p>

	<p><b>Sept 2022</b>  Conduct Accessible Information training and include as part of the induction of new staff – <b>ongoing</b></p>	
<p>Improve the awareness of all staff about information needs of people that are hearing impaired, hard of hearing, deaf, and people with speech impediments. This may include the use of interpreters.</p>	<ul style="list-style-type: none"> <li>• Ensure BCB staff are aware of the minimum requirements – <b>ongoing</b></li> <li>• Pursue technology options to improve access to information- <b>Dec 2022</b></li> </ul> <p>Investigate the availability of interpretation services- <b>Dec 2022</b></p>	<p>Chief Executive</p>

**Outcome 4**

**People with disability receive the same level and quality of service from the staff of the Bunbury Cemetery Board as other people.**



Strategy	Task and timeline	Responsibility
Enhance the awareness and skills of all BCB staff to provide good service to people with disability and are aware of the relevant requirements of the Disability Services Act in service provision.	<ul style="list-style-type: none"> <li>• Conduct survey of all staff to determine training needs. Training to be undertaken by <b>June 2023</b>.</li> </ul>	Chief Executive
Improve the awareness of current and new staff about disability and access issues.	<ul style="list-style-type: none"> <li>• Include information in induction training for new staff – <b>ongoing</b></li> </ul>	Chief Executive
Further generate and sustain staff awareness of disability and access issues.	<ul style="list-style-type: none"> <li>• Provide regular information on access and inclusion Toolbox meetings – <b>ongoing</b></li> </ul>	Chief Executive

## Outcome 5

### People with disability have the same opportunities as other people to make complaints to the Integrated Bunbury Cemetery Board

Strategy	Task and timeline	Responsibility
Ensure that current grievance mechanisms are accessible and available in formats to meet the needs of people with disability.	<ul style="list-style-type: none"><li>• Review current mechanisms for access and means of providing grievance feedback. Consult with people with disability and other experts for advice – <b>Dec 2022</b></li><li>• Develop other methods of making complaints such as web-based forms – <b>Feb 2023</b></li><li>• Ensure and monitor</li></ul>	Chief Executive

	<p>grievance mechanism process and outcome satisfaction survey forms are in alternative formats upon request – <b>Feb 2023</b></p> <ul style="list-style-type: none"> <li>Promote accessible complaints mechanisms to the community – <b>Feb 2023</b></li> </ul>	
<p>Improve staff knowledge so they can facilitate the receipt of complaints from people with a disability.</p>	<ul style="list-style-type: none"> <li>Develop and Implement Complaints Policy and procedure and advise all staff – <b>Dec 2022</b></li> </ul>	<p>Chief Executive/ HR Consultant</p>

## Outcome 6

**People with disability have the same opportunities as other people to participate in any public consultation by the Bunbury Cemetery Board.**

Strategy	Task and timeline	Responsibility
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<p>Improve community awareness about consultation processes in place.</p>	<ul style="list-style-type: none"> <li>• Promote the existence, role and activities of the BCB’s Disability Access Committee to the community via different formats– <b>By December 2022</b></li> <li>• Disability Access Committee to meet regularly to provide strategic advice to the Bunbury Cemetery Board, with support from BCB staff– <b>ongoing</b></li> </ul>	<p>Chief Executive</p>
<p>Commit to ongoing monitoring of the DAIP to ensure implementation and satisfactory outcomes and improve access for people with disability to the established consultative processes of the BCB, including the capacity to accept verbal complaints.</p>	<ul style="list-style-type: none"> <li>• Disability Access Committee to regularly monitor the progress of the plan and be involved in all reviews of the plan – <b>ongoing</b></li> <li>• Consult people with disability in a range of different consultation mediums, e.g. focus,</li> </ul>	<p>Disability Access Committee</p>

	<p>group, interviews, surveys – <b>ongoing</b></p> <p>Ensure verbal complaints mechanism are included in the Access and Inclusion Policy- <b>ongoing</b></p>	
<p>Seek a broad range of views on disability and access issues from the community</p>	<ul style="list-style-type: none"> <li>• Include appropriate questions about access and inclusion in Disability Access surveys and consultation events – <b>ongoing</b></li> <li>• Disability Access Committee to actively pursue the views of people with disability on a wide range of issues – <b>ongoing</b></li> </ul>	<p>Chief Executive</p>

## Outcome 7

**People with disability have the same opportunities as other people to obtain and maintain employment with the Bunbury Cemetery Board.**

Strategy	Task and timeline	Responsibility
Commit to using inclusive recruitment practices when advertising new positions.	<ul style="list-style-type: none"> <li>• Formulate an Equal Employment Opportunity statement to be incorporated into advertisements when advertising job vacancies – <b>Feb 2023</b></li> <li>• Make sure job advertisements are in an accessible format – <b>ongoing</b></li> <li>• Hold interview at an accessible venue – <b>ongoing</b></li> </ul>	Chief Executive
Engage with key disability employment support providers	<ul style="list-style-type: none"> <li>• Arrange to meet with local providers to determine the most suitable for Bunbury Cemetery Board recruitment requirements – <b>Sept 2022</b></li> </ul>	Chief Executive

<p>Provide support and training for management and staff</p>	<ul style="list-style-type: none"> <li>• Deliver information sessions for management and staff on inclusive employment practice through either a DES or training provider – <b>Oct 2022</b></li> </ul>	<p>Chief Executive</p>
<p>Ensure policies and procedures are regularly reviewed</p>	<ul style="list-style-type: none"> <li>• Procedures relating to employment opportunities including casual, volunteer or work experience – <b>Dec 2022</b></li> <li>• Information relating to traineeships – <b>Dec 2022</b></li> </ul>	<p>Chief Executive</p>

## APPENDIX 2

### Annual Reporting to the Disability Services Commission

#### Legend

<b>Effective</b>	enhanced access and inclusion.
<b>Average</b>	enhanced access and inclusion in the interim but was not sustainable.
<b>Ineffective</b>	did not enhance access and inclusion.
<b>Not yet evaluated</b>	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, the Bunbury Cemetery Board

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



Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of the Bunbury Cemetery Board

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

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

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

Outcome 4: People with disability receive the same level and quality of service from the staff of the Bunbury Cemetery Board as other people receive from the Bunbury Cemetery Board

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

Outcome 5: People with disability have the same opportunities as other people to make complaints to the Bunbury Cemetery Board

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

Outcome 5: People with disability have the same opportunities as other people to make complaints to the Bunbury Cemetery Board

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

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

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with the Bunbury Cemetery Board

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