



METROPOLITAN
CEMETERIES BOARD



DISABILITY ACCESS AND INCLUSION PLAN

2022 - 2026

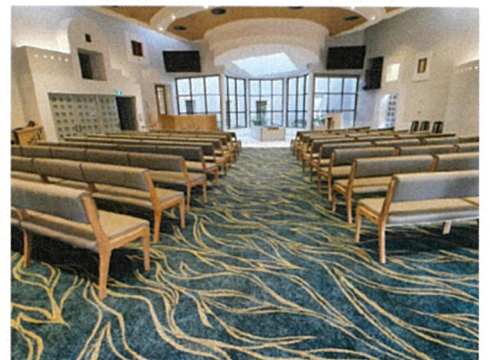
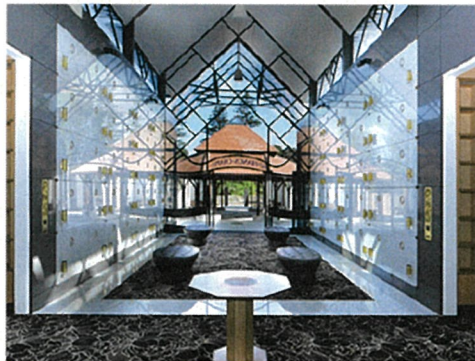


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Disability Access and Inclusion Plan Feedback

The Metropolitan Cemeteries Board (MCB) welcomes feedback on any access and inclusion issues the community, employees, contractors and stakeholders have encountered with our services, information, employment or facilities.

Contact us

You are welcome to contact us by the following methods:

Telephone

Within Australia phone 1300 793 109 for all our cemeteries.

Email

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

You can contact us by:

- Sending an email to the address above;
- Submitting an electronic form via the following link [Feedback Form](#) which will take you to our website; or
- Downloading and completing the hard copy [Feedback Form](#) and returning it to us by email, post, or in person to Reception at any of our offices.

Postal address

Metropolitan Cemeteries Board
PO Box 53
Claremont WA 6910

Please let our Client Services staff at any of our offices or your Funeral Director know 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.

Hearing or speech-impaired clients may also seek the services of the National Relay Service by calling 133 677 (TTY/voice calls), 1300 555 727 (Speak & Listen), or 0423 677 767 (SMS Relay).

Message from the CEO

I am pleased to present the Metropolitan Cemeteries Board (MCB) Disability Access and Inclusion Plan (DAIP) 2022 - 2026. This plan delivers a renewed focus for achieving access and inclusion for people with a disability over the next five years. It also demonstrates our continued commitment to integrate access and inclusion in the MCB's business as usual and daily operations.

The MCB is committed to providing people with a disability the same opportunities as others to access, use and visit our cemeteries across the Perth Metropolitan area. The MCB will also make every effort towards developing a diverse and inclusive workforce that represents the community we serve.

The Corporate Executive is responsible for the implementation of the DAIP, however all MCB employees will support this plan as we undertake our daily work and through our commitment to embodying our values that demonstrate Compassion, Respect, Understanding and Integrity.

The plan has been developed in accordance with the *WA Disability Services Act 1993* and is underpinned by the *Equal Opportunity Act 1984* and the *Commonwealth Disability Discrimination Act 1992*.

The plan will be reviewed annually to monitor our continuing progress across all seven outcome areas, in accordance with the *WA Disability Services Act 1993*.



Joe Fortuna
A/Chief Executive Officer

Background

The Metropolitan Cemeteries Board

The Metropolitan Cemeteries Board (MCB) was created on 1 October 1988 and is a fully self-funded statutory authority which manages seven cemetery and memorial parks throughout metropolitan Perth – Fremantle Cemetery, Gnangara Aboriginal Cemetery, Guildford Cemetery, Karrakatta Cemetery, Midland Cemetery, Pinnaroo Valley Memorial Park and Rockingham Regional Memorial Park.

The MCB is acknowledged as a national leader in cemetery management and supports MCB staff, clients, stakeholders, and the environment through its values of Compassion, Respect, Understanding and Integrity.

The MCB is the custodian of almost 600,000 of Western Australia's loved ones, providing sensitive and dignified facilities and services to meet the needs of the community, such as cremation, burial, entombment, memorialisation and chapel services, as well as planning for future cemetery needs for the metropolitan population.

The MCB also performs a legislative function and is responsible for the licensing of funeral directors and monumental masons operating within the metropolitan cemetery sites. Revenue is raised from the fees and charges for the services and products provided at the MCB's cemeteries. Revenue raised is allocated for the provision of current and future operations and the development of facilities.

The Board of the MCB consists of a Chair, Deputy Chair and five members, all appointed by the Governor in Council and responsible to the Minister for Housing; Lands; Homelessness; Local Government.

Our Purpose

Achieving excellence in the provision of quality cemetery facilities and services.

Our Mission

A leader in cemetery management; delivering a caring and sensitive experience with burial, cremation and memorialisation services that reflect the community's values and beliefs.

Our Values

We demonstrate our values to our staff, clients, stakeholders and the environment through: Compassion, Respect, Understanding and Integrity.

Planning for better access

The *Disability Services Act 1993* requires all public authorities to develop a Disability Access and Inclusion Plan (DAIP).

The DAIP will assist the MCB to plan and implement improvements to access and inclusion across the seven outcome areas, which relate to services and events, buildings and facilities, information, quality of service, complaints, consultation processes and employment.

The MCB also engages a consultant with disability access expertise to undertake Disability Access Audits across our sites. The recommendations are prioritised and incorporated into a Disability Works Plan. The Contractor Handbook outlines the responsibilities of contractors and sub-contractors engaged in contracts with the MCB to abide by all applicable legislation, practices, codes of conduct and directions from MCB staff. Contractors and their employees/subcontractors need to be aware of, and support, the MCBs DAIP by ensuring that any works at our sites are compliant to disability and access requirements.

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

DAIP 2017-2021 key achievements

Through implementing the strategies outlined in the previous DAIP, the MCB was successful in achieving a range of positive outcomes towards improvements in access and inclusion across our sites, such as:

- Additional public seating has been placed throughout all cemeteries for elderly, restricted mobility and frail visitors to rest on the way to a funeral service and visiting grave sites.
- Public toilets at the MCB facilities have been fitted out with automatic lighting control resulting in the removal of switches and making the facilities more user friendly for people with disabilities.
- Hearing loops have been installed and some repaired in all chapels, which allow hearing aids to tune into the audio-visual presentations played in the chapel during a service.
- The MCB implemented an online real-time chapel service streaming solution to allow people to view the service from wherever they are without physically being present at MCB premises. This service will assist people with disabilities or older people who may not be able to travel to MCB by allowing them to view services remotely.
- Client Services employees attended training sessions on Elder Abuse awareness.
- Working with Interpreters training session was provided to Memorial and Client Liaison employees.
- Managing Unconscious Bias training was delivered to all employees in 2017-2018. A second stage of Unconscious Bias training was delivered to employees in 2019, which built on previous training, but was also a standalone training package suitable for existing and new employees. The focus of the training was:
 - Diversity and equity; and
 - Allowing employees to explore biases and decisions made below their consciousness and how their subconscious preferences may impair objective decision making and our ability to interact equitably with others.

- A MCB representative attended the Society of Consumer Affairs Professionals Community of Practice seminar discussing handling complaints from clients with vulnerabilities. These vulnerabilities included:
 - Illness;
 - Domestic violence;
 - Poverty;
 - Mental illness, and
 - Disabilities.

Following this a vulnerability spectrum chart was provided to Client Services Coordinators for sharing with their teams.

- A MCB representative attended the Western Australian Culturally and Linguistically Diverse Across Government Network meeting to review the Western Australian Language Services Policy 2019 and Guidelines at the Office of Multicultural Interests in October 2018.

Fremantle Cemetery

- A new main road was completed with kerbs that are wheelchair accessible to memorial areas.
- New roads at cortege entry were constructed with flush kerbs making them easily accessible for wheelchairs to make it easier to attend funerals and visit grave sites.
- The Mausoleum Private Sanctuary niche was designed to be accessible for people with mobility restrictions.
- A new ramp was built at the Samson Pavilion, which is a waiting area before proceeding on the cortege route to the burial.
- A new memorial area was designed to be accessible for people with disabilities (including wheelchairs).
- A visual alarm was placed in the Ash Room at Fremantle Cemetery to assist audibly impaired employees.

Karrakatta Cemetery

- The Mausoleum Stage 7 was designed to be accessible for people with mobility restrictions.
- Disability access was a key consideration in the design phase for the Norfolk Chapel Upgrade to ensure it meets access requirements.
- Three new wheelchair accessible car bays were re-marked next to the Café at to allow greater access to visitors with a disability.
- An Ambulant/Disabled toilet was installed in the Norfolk Chapel.
- The door to the Café was upgraded for access into the building.
- The Norfolk Chapel audio visual desk has been redesigned to accommodate people with disabilities being able to reach and operate the controls.

Pinnaroo Valley Memorial Park

- A new car park with accessible car park bays and a new road was constructed at Santalum Court, with flush kerbs, making them easily accessible for wheelchairs to make it easier to attend funerals and visit grave sites.
- The new Boronia Court Road at Pinnaroo Valley Memorial Park has four accessible parking bays. All new roads have flush kerbs.

Development of the DAIP 2022-2026

Responsibility for the planning process

The Corporate Executive is responsible for the development, implementation and review of the DAIP, with relevant Directors, Managers and Coordinators responsible for implementing strategies and actions identified in the plan.

Consultation process

In preparation for the development and implementation of this new MCB DAIP, the following process was undertaken:

- reviewing the MCB's current DAIP and reports to identify achievements and strategies that are still in progress
- consultation with key staff
- review of DAIPs developed by other departments/agencies
- consultation with the community
- consultation with key stakeholders

The following consultation and communication strategies were used:

- Advertising the release of the draft DAIP for community consultation on the MCB's public website and social media (i.e. Facebook, Twitter, etc.).
- Communication to key stakeholders seeking comment on the draft DAIP.
- Employees informed of the DAIPs release via CEO Bulletin All Staff communication.

Promotion of the DAIP

Following consultation, the DAIP was submitted to the Department of Communities. The MCB's DAIP is available to our stakeholders, contractors, and the West Australian community, including people with a disability, their families and carers, via our public website. The DAIP is also available to all of our employees on our internal intranet site and is included as part of our induction process.

Reporting on the DAIP

MCB's DAIP will be reviewed every five years, in accordance with the *WA Disability Services Act 1993*, with progress reports submitted annually to the Department of Communities.

The DAIP will be monitored and progress reported to the Corporate Executive on a quarterly basis. Progress may be monitored through employee surveys, stakeholder surveys and analysis of customer feedback.

Progress and achievements will be reported in the MCB's Annual Reports.

Strategies to improve access and inclusion

Feedback from consultation has resulted in the following strategies, which will be undertaken during 2022-2026 to improve access and inclusion for people with a disability.

Outcome 1	People with disability have the same opportunities as other people to access the services of, and any events organised by the MCB.
Actions	
Continue to monitor that MCB events are accessible to people with a disability.	
Monitor MCB contractor adherence to the MCB Contractors Handbook to ensure access and inclusion for people with a disability is considered when undertaking work that affects the public.	
Outcome 2	People with disability have the same opportunities as other people to access the buildings and other facilities of the MCB.
Actions	
Continue to ensure capital works for new buildings or major upgrades focus on access and inclusion as an integral part of the design process.	
Monitor adequate parking is available for people with a disability.	
Monitor existing signage and new signage to ensure it is clear and easy to read for directions and information.	
Outcome 3	People with disability receive information from the MCB in a format that will enable them to access the information readily as other people are able to access it.
Actions	
Continue to look at ways to improve accessibility of information to people with a disability.	
Continue to pursue technology options to improve access to information.	
Outcome 4	People with disability receive the same level and quality of service from the staff of the MCB as other people receive from us.
Actions	
People with a disability continue to have the ability to comment on access to MCB services and information.	
Enhance the awareness and skills of all MCB staff to be confident in providing a high standard of service to people with a disability.	
Outcome 5	People with disability have the same opportunities as other people to make complaints to the MCB.
Actions	
Monitor Complaints System and Policy to ensure continued accessibility for people with a disability, and their families and carers.	
Increase staff capacity to better manage complaints from people with a disability.	

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

Ensure that when we are consulting with the public, accessibility requirements are considered and managed appropriately.

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

Implement identified actions from the Public Sector Commission's People with Disability Action Plan to Improve WA Public Sector Employment Outcomes.

Monitor the job application process to ensure it remains accessible to people with a disability.

Provide suitable workplace adjustments for employees with a disability and accommodates flexible and accessible work arrangements.