



BUSINESS OPERATING PROCEDURE

Chief Executive Officer

Procedure Number
X.XXX

Procedure for Companion Card Ticket at Shire of Broome Venues and Services including Broome Sports and Aquatic Centre (BRAC)

The Shire of Broome is formally affiliated with the National Disability Services and WA Companion Card Program.

A Companion Card is issued to a person with a significant and permanent disability, who needs a companion to participate at community venues and activities. This card allows the companion to accompany the person with the disability at no extra cost.

The Shire of Broome has affiliated with this program to ensure fair and equal access to its facilities and as such will implement a fee waiver to carer's of a person with a disability who access Shire of Broome Services including all programs and services at Broome Recreation & Aquatic Centre (BRAC).

1. Background

The National Companion Card Scheme has been developed to provide a more simplified and consistent method of identifying who may legitimately require a companion to participate in community events, facilities and venues. The Companion Card is a uniformed way to demonstrate that a person with a significant permanent disability requires a companion, and will assist the Shire of Broome to comply with relevant anti-discrimination legislation.

People with a disability, who are unable to attend community venues and activities without attendant care support, have a right to participate equally in the community. This fundamental right is protected under the Western Australian Equal Opportunity Act 1984), and the Australian Government's Disability Discrimination Act (1992). These Acts make it unlawful to discriminate against a person who requires the assistance of a companion.

2. Objective

The Shire of Broome has affiliated with the Companion Card Program to:

- Provide evidence that the Shire of Broome complies with anti-discrimination legislation including:
 - The Western Australian Equal Opportunity Act (1994)
 - The Disability Discrimination Act (1992)

- Meet the objectives of the Shire's Disability Access and Inclusion Plan.
- Provide fair and equal access for people with disabilities to the Shire's facilities.

3. Description of Terms

"Cardholder" – is a person with a disability, whose application for a Companion Card has been successful, and whose photograph and details appear on a Companion Card.
"Companion Card" - the card with photo identification of the person with a disability, example shown below.



"Companion" – is used to describe a paid or unpaid assistant or carer, or a family carer who provides attendant care support to a cardholder, which enables them to participate in community activities.

"Affiliate" – is used to describe an organisation, business or outlets that charge an admission or participation fee, and have officially registered with the Companion Card program by completing the Organisation and Business Affiliation Form.

"Attendant Care Support" – this includes significant assistance with mobility, communication, self-care, or learning, planning and thinking where the use of aids, equipment or alternative strategies do not enable the person to carry out these tasks independently.

"Companion Ticket / Entry" – is a second ticket or admission issued for a companion, free-of-charge, when it is essential for the cardholder to receive attendant care support in order to participate at a venue or activity.

4. Implementing the Companion Card Program

Shire managed facilities, including the Broome Sports and Aquatic Centre (BRAC) must implement the following procedures when presented with a Companion Card or a letter from the Disability Services Commission (DSC) that confirms the individual is registered with the commission and require permanent carer support:

- Holders of the Companion Card are issued with a Companion Ticket at no charge.
- The Companion Card logo is displayed at the entry and reception areas of BRAC and Shire venue's and facilities to inform members of the public of the Shire's affiliation with the program.

- If a person presents at the venue or facility with a companion but no card, it is up to the discretion of the Manager or Acting Manager of the facility to make the decision whether or not to supply a Companion entry in accordance with this business operating procedure. A letter from the DSC confirming the individual is registered with the commission to receive permanent carer support is also accepted in the instance that the individual has not been able to lodge an application for the Companion Card. In either case, the individual must be provided information on how to submit a Companion Card application.
- A person with a disability who requires attendant car support may or may not provide a Companion Card upon entry to BRAC or any of Shire's events or venues. In such cases the individual's companion should be provided with free companion entry in accordance with equal access and the Human Rights and Anti-Discrimination legislation detailed above.

Complaints

In the case of complaints, the Shire of Broome's existing complaints procedure should be followed. In the first instance BRAC or Shire staff should seek assistance from the Manager or Acting-Manager on Duty to resolve the complaint in the best possible outcome.

If the issue is unable to be resolved or the Shire of Broome has a complaint regarding alleged misuse of the card or program, the card details should be noted (if possible) and the issue discussed directly with the Companion Card Program.
Companion Card Information Line: 1800 617 337

Associated Legislation

The Western Australian Equal Opportunity Act (1994)
The Disability Discrimination Act (1992)

Associated Policies

Disability Access and Inclusion Policy & Plan 2007-2012

Review Responsibility

Manager Community Development

Further Information

This business operating procedure should be read in conjunction with the WA Companion Card Organisation and Business Affiliates Handbook.

To obtain more information or an application form, the Companion Card Program can be contacted via the details below:

Companion Card Information Line: 1800 617 337
Website: www.wa.companioncard.asn.au

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Revision:

APPENDIX A
Include if relevant