

# Access and Inclusion Plan

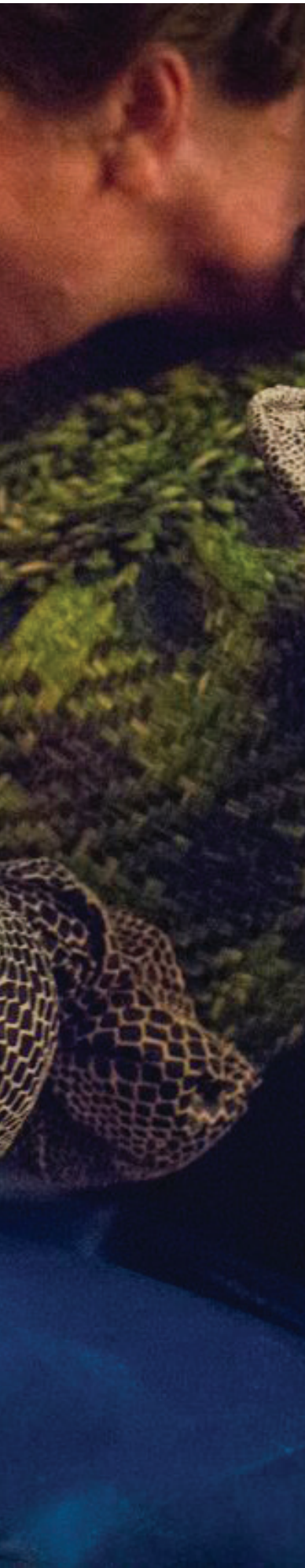
2015 – 2017



Sensorium 2 – a project funded through the City’s Community Funding Program

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# 1 Background

## 1.1 The City of Joondalup and people with disability

The City of Joondalup is located in the northern suburbs of Perth, 15 kilometres from Perth, with a population of approximately 167,623. Its boundaries are the City of Wanneroo to the north and east, the City of Stirling to the south and the Indian Ocean to the west.

\*Daily core activities are described as ability to perform communication, mobility or self care activities. The breakdown on severity of limitations as defined by the ABS is described as: **Profound:** the person is unable to do, or always needs help with, a core activity task.

**Severe:** the person sometimes needs help with a core activity task, has difficulty understanding or being understood by family or friends, or can communicate more easily using sign language or other non-spoken forms of communication. **Moderate:** the person needs no help but has difficulty with a core activity task. **Mild:** the person needs no help and has no difficulty with any of the core activity tasks, but uses aids and equipment, cannot easily walk 200 metres, cannot walk up and down stairs without a handrail, cannot easily bend to pick up an object from the floor, cannot use public transport or can use public transport but needs help or supervision, or needs no help or supervision but has difficulty using public transport.

## 1.2 Planning for better access

Planning for better access for people of all abilities has become an increasingly important area of focus for decision-making authorities in all spheres of government.

In 2008 Australia ratified the United Nations Convention on the Rights of Persons with Disability and in doing so agreed to join a global effort to “*promote the equal and active participation of all people with a disability.*” In this same year an Australian National Disability Agreement was signed by all states and territories.

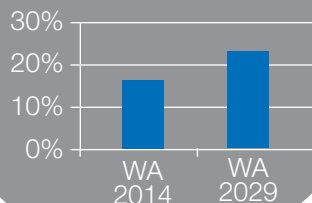
The National Disability Insurance Scheme (NDIS) was launched in July 2013 and supports people with a permanent and significant disability that affects their ability to take part in everyday activities. By identifying support needs the NDIS may help people with disability achieve goals in many aspects of their lives, including independence, involvement in community, education, employment and health and wellbeing.

4.2 million Australians (18.5%) reported having a disability in the Survey of Disability, Ageing and Carers (SDAC) conducted in 2012. Of the 18.5% Australians who reported that they have a disability, 88% had an impairment that restricted “their ability to perform communication, mobility or self care activities, or a restriction associated with schooling or employment” (Australian Bureau of Statistics, 2011).

**Access and Equity Policy –**  
This Policy applies to all residents, visitors and workers within the City of Joondalup who require access to services, facilities and information provided by the City. This policy can be viewed at [joondalup.wa.gov.au](http://joondalup.wa.gov.au)

Based on figures sourced from the Survey of Disability, Ageing and Carers 2012 (ABS), 31,400 people, or 18.73% of the population in the City of Joondalup currently have a core activity limitation associated with communication, mobility or self-care for which they require regular assistance. A further 5,800 or 3.4% of the population have a disability that restricts schooling or employment opportunities but does not limit their daily core activities.

In 15 years the number of West Australians with a disability is expected to increase from 18.5% to 25%.



The below legislation assists in guiding better access for the future and makes discrimination on the basis of a person's disability, unlawful.

- The Disability Services Act 1993 (amended 2004).
- Western Australian Equal Opportunity Act 1984.
- Commonwealth Disability Discrimination Act 1992 (DDA).
- The Disability (Access to Premises Buildings) Standards 2010.

The City of Joondalup recognises that many members of the community experience access and inclusion issues. These members include people with disability, their families and carers; people from diverse backgrounds and cultures; the elderly; and people who experience other access and inclusion issues, such as parents with prams.

To include all aspects of the City's operations, the City of Joondalup has developed an Access and Inclusion Plan (Access and Inclusion Plan) which incorporates and expands upon the standard requirements of a Disability Access and Inclusion Plan (DAIP).

### 1.3 Progress since 2012

The City is committed to including people with disability through the continuous improvement of access to its information, facilities and services.

Since the adoption of the most recent Access and Inclusion Plan in 2012, the City has implemented many initiatives and made significant progress towards improving access for all. Highlights include:

- A grant of \$43,780 from the Disability Services Commission was sourced to implement the Bits and Bytes project in partnership with WESTN Inc. and a working group of local disability stakeholders. The Bits and Bytes project involved the creation and implementation of a local individualised training program, where 90 adults with a disability developed important life skills in relation to computer technologies alongside other members of the local community. This project is ongoing.
- Two intensive Disability Awareness Training sessions provided annually for City staff for professional development and improved customer service delivery.
- Promotion the AUSLAN translation service and the National Relay Service to improve access to the City's services.
- Significant upgrade works at the front entrance of the Craigie Leisure Centre to improve customer access to the facility.
- Coordination of, and active participation in, the northern suburbs Disability Interagency Networking Opportunity (DINO) working group, hosting twelve information and networking sessions which were attended by local disability stakeholders.
- Provided a total of \$36,450 to 18 local community groups and organisations through the Community Funding Program, in support of projects and activities aimed at increasing the social inclusion and

participation of people with a disability and people from CaLD backgrounds.

- Access and Inclusion Plan objectives were incorporated into the new *Strategic Community Plan Joondalup 2022*, Digital Strategy, Walkability Plan and the Parks Classification Framework.
- Feedback in relation to access and inclusion was incorporated into the facility upgrade and redevelopment plans for Admiral Park, Hawker Park, Timberlane and Penistone Park Clubrooms, Iluka Sports Complex, Tom Simpson Park and the Beaumaris Community Centre.
- An access and inclusion induction was provided to all new staff members commencing work at the City.
- Ten young people with disability participated in a tour of the City's administration building and the Joondalup Library to learn about employment options and recruitment processes of Local Government.
- Five people with disability or from a culturally and linguistically diverse background undertook work experience placements within the Community Development and Library Services business unit.
- Two Invitation Art Awards tours were conducted for local frail-aged seniors with disability, and an Auslan interpreted Invitation Art Award tour and an artist talk was provided for deaf residents.
- Implementation of the Belridge Special Education Centre Mural Arts Project.
- National Relay Service training was undertaken by 14 staff members in frontline customer service roles.
- Emergency evacuation wheelchairs were purchased for the City's administration building, Joondalup Library and Civic Chambers.
- Assisted RecWest with creating a disabled fishing platform portal/identification tool and promotion of accessible fishing locations within the City of Joondalup.
- City websites were updated to include links to free software designed to assist visually impaired people to access information about City services.
- Local disability enterprise service Intework contracted to clean the City's barbecues and undertake pedestrian litter collection.
- As part of the staged implementation of the City's Walkability Plan, new tactile ground indicators have been installed at three locations within the Joondalup CBD, speed limits have been reviewed at key locations to reduce risk to pedestrian movement, and preliminary work has begun on the development of a new signage strategy.
- Significant access upgrades were carried out at Delamere Park, Currambine and Mawson Park, Hillarys.

# 2.0 Development of the Access and Inclusion Plan

## 2.1 Responsibility for the planning process

City staff will oversee the development, implementation, review and evaluation of the Access and Inclusion Plan. This includes responsibility for ensuring that the plan is distributed throughout the organisation and that it is integrated into the business plans and budgets of the relevant business units.

## 2.2 Community consultation process

The consultation process was designed to maximise input from a range of organisations, groups, individuals and local residents likely to be affected by, or have an interest in the development of a new Access and Inclusion Plan.

The methodology included development of a survey instrument, conducting a staff focus group and individual interviews with interested community members.

The consultation was advertised in community newspapers, customer service centres, libraries and on the City's website. Surveys were also distributed upon request to the general public and in electronic format to the following groups and organisations:

- Disability service providers and community groups including the northern suburbs Disability Interagency Networking Opportunity group membership which comprises agencies such as Community Vision, the Centre for Cerebral Palsy, Intework, Carers WA, Disability Services Local Area Coordinators.
- Older people through local seniors clubs.
- Young people through the City's youth website and Facebook page.

The survey was also made available to all City staff who were sent the link to the online form.

In total thirty eight surveys were returned and all feedback received as part of the consultation process has been analysed and incorporated into the development of new targets for the Access and Inclusion Plan 2015-2017.

## 2.3 Findings of the consultation

Feedback from this process indicates that while progress has definitely been made in relation to improving access and inclusion, much can still be done to improve the quality of life for City residents, in particular through:

- More effective planning to meet access and inclusion needs in the community.
- Better community education about access and inclusion barriers and benefits eg. education on good parking practices.
- Greater cooperation and collaboration between City business units, particularly when planning public events.
- Increased promotion of City services that have been adapted or created to enhance inclusion.
- Improvements and upgrades to older facilities, services and buildings, particularly those with high patronage such as libraries and customer service centres.
- An organisational culture that recognises access and inclusion issues and focuses on opportunities for improving access and inclusion during the annual business planning cycle.

Future consultations will be designed to encourage broader representation from people with very young children using prams/strollers, new arrivals from overseas for whom English is a second language, and people with mobility problems whether temporary or as a result of injury or long term as a result of disease or ageing.

## 2.4 Responsibility for implementing the Access and Inclusion Plan

It is a requirement of the Disability Services Act that all practicable measures be undertaken to ensure that the Access and Inclusion Plan is implemented by City officers, agents and contractors.

An internal document, the Access and Inclusion Plan 2015-2017, has been prepared to provide a clear breakdown of measurable actions and areas of responsibility for City business units to refer to, and work towards throughout the life of the Access and Inclusion Plan.

## 2.5 Communicating the plan to the community

The Access and Inclusion Plan will be promoted through local newspapers and radio media, and the City's website. Copies of the plan are available upon request and in alternative formats if required. This might include paper copy in standard and large print, electronic format, and audio format on cassette or CD, Braille or email.



### Community Volunteering

Paper copies of the Access and Inclusion Plan will also be available at reception in the City's administration building and at all customer service centres. Should the City amend the Access and Inclusion Plan, the community will be advised of the availability of updated plans, using the same communication methods.

As required by the Act, the Access and Inclusion Plan will be made available to all agents and contractors who are providing services to the public on behalf of the City.

### 2.6 Review and evaluation mechanisms

The Disability Services Act sets out the minimum review requirements for public authorities in relation to Disability Access and Inclusion Plans. The City's Access and Inclusion Plan will be reviewed at least every five years, in accordance with the Act. Whenever the Access and Inclusion Plan is amended, a copy of the amended plan

will be lodged with the Disability Services Commission. The Access and Inclusion Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues that arise.

### Monitoring and reviewing

A copy of the Access and Inclusion Plan 2015-2017 will be submitted to the Disability Services Commission in 2015, following endorsement by Council. The report will include a summary of actions achieved under the City's Access and Inclusion Plan 2012-2014.

A further report will be prepared each year regarding the implementation of the Access and Inclusion Plan, which upon approval by the Chief Executive Officer, will be submitted to the Disability Services Commission by 4 July. The report will outline progress towards the desired outcomes of the Access and Inclusion Plan by the City, its agents and contractors.

# 3.0 Strategies to Improve Access and Inclusion

The following overarching strategies will guide the actions that the City of Joondalup will undertake from 2015 to 2017 to improve access to services, facilities and information.

**Outcome 1:** People with disability have the same opportunities as other people to access the services of, and any events organised by the City of Joondalup.

Strategy
Ensure that events offered by the City, or events taking place in public areas, are organised so that they are accessible and inclusive to participants and performers.
Ensure that services are delivered in an accessible and inclusive manner.
Develop links between the Access and Inclusion Plan and other City plans and strategies, and the budget planning process.
Key Performance Indicators
<ul style="list-style-type: none"> <li>Access and Inclusion requirements are incorporated into the planning of City events, such as the Joondalup Festival, the Music in the Park Concert Series, Little Feet Festival, Sunday Serenades, Art of Ageing events and Youth Music Festivals.</li> </ul>

**Outcome 2:** People with disability have the same opportunities as other people to access the buildings and other facilities of the City of Joondalup.

Strategy
Ensure that buildings and facilities are physically accessible to people with disability or experiencing access issues, in accordance with the Australian Standards for Access.
Ensure that all new and redevelopment works provide access to people with disability.
Key Performance Indicators
<ul style="list-style-type: none"> <li>Conduct accessibility assessments on a minimum of four City-owned buildings, facilities or services annually</li> <li>Complete upgrades to the front entrance and disabled parking bays at the City's Administration Centre.</li> </ul>



Accessible pool entry at Craigie Leisure Centre





Residents accessing information at Art of Ageing event

**Outcome 3:** People with disability receive information from the City of Joondalup in a format that will enable them to access the information, as readily as other people are able to access it.

### Strategy

New City of Joondalup websites meet contemporary requirements for accessible information.

Provide documentation regarding services, facilities and customer feedback in an appropriate format using clear and concise language.

Improve community awareness that all City information can be made available upon request in alternative formats such as electronic format, audio or Braille.

Improve community awareness of accessible City services such as Books on Wheels, and E-learning opportunities.

### Key Performance Indicators

- Proposed upgrades to the City of Joondalup website comply with Web Content Accessibility Guidelines (WCAG).
- All new strategic plans, Council agendas and minutes, and policy documents available to the public to include a notation indicating its availability in alternative formats upon request
- Accessibility features of services and events to be clearly outlined in promotional material.

**Outcome 4:** People with disability receive the same level and quality of service from the staff of the City of Joondalup as other people receive from the staff of the City of Joondalup.

### Strategy

Improve and maintain staff awareness of access and inclusion issues and improve skills to provide good customer service to all people.

Improve and maintain awareness of Elected Members about local access and inclusion issues.

### Key Performance Indicators

- All new City staff to receive basic access and inclusion awareness training as part of the induction process; and
- Elected Members to receive access and inclusion awareness training as part of their induction process.

**Outcome 5:** People with disability have the same opportunities as other people to make complaints to the City of Joondalup.

### Strategy

Ensure that current grievance mechanisms and outcome satisfaction survey forms are accessible for people with disability.

Improve community awareness about grievance mechanisms.

### Key Performance Indicators

- Opportunities for people to provide comments, complaints and compliments to the City will be available through a variety of methods including online, telephone, email, fax, mail or in person at any City customer service centre or event; and
- Annual review and update of the City's web pages on accessibility to include information on external grievance methods.

**Outcome 6:** People with disability have the same opportunities as other people to participate in public consultation by the City of Joondalup.

### Strategy

Improve access for people with disability to the established consultative processes of the City.

Improve community awareness about consultation processes in place.

### Key Performance Indicators

- Where appropriate, formal community consultations conducted by the City to be advertised on the City's website, customer service centres and, when budget allows, in the local community newspaper;
- Community consultation documents and information to be made available to City residents in alternative formats suitable to their individual needs upon request; and
- Where relevant, encourage discussion forums for key stakeholders and services providers as part of the consultation process.



Flash mob celebrating International Day of People with Disability 2014

**Outcome 7:** People with disability have the same opportunities as other people to obtain and maintain employment with the City of Joondalup.

Strategy
Review recruitment policies and practices.
Continue to provide employment and work experience opportunities for people with disability in partnership with disability agencies and schools.
Work to create more accessible and safer workplaces for people with disability.
Key Performance Indicators
<ul style="list-style-type: none"> <li>• Conduct accessibility assessments of City of Joondalup workplace environments each year</li> <li>• Provide work experience for a minimum of four people with disability annually.</li> </ul>

**Outcome 8:** Provide information, opportunities and encouragement to raise awareness in the community regarding disability, access and inclusion.

Strategy
Encourage local businesses and tourist venues to provide accessible facilities.
Encourage and support access and inclusion awareness in the community through informal education.
Key Performance Indicators
<ul style="list-style-type: none"> <li>• City officers to attend and contribute to the northern suburbs Disability Interagency Networking Opportunity (DINO) meetings and professional development information sessions quarterly</li> <li>• Community education articles on different access and inclusion topics to be included in City newsletters a minimum of four times per year.</li> </ul>



Increased disabled parking bays at the Administration Centre, including two new bays for staff



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*This document is available in alternate formats upon request.*