



CITY OF JOONDALUP
ACCESS AND INCLUSION PLAN
2008–2011

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

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- b. Principles to be met in disability access and inclusion plans developed under the Disability Services Act 1993 (amended 2004)
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1.0 Background

1.1 The City of Joondalup

The City of Joondalup's southern boundary is located 15 kilometres north of Perth, positioning it within the northwest metropolitan region, one of the fastest growing areas in Australia. With a population of approximately 160,000 and total land area of 96.55 sq. km, the City is also the second largest local government area in Western Australia by population.

The City is home to over 7,000 businesses with strong health, education, tourism, retail, finance and professional services sectors, all servicing a growing regional population of 275,000 which is expected to increase to 460,000 by 2026.

The City of Joondalup also features 16 kilometres of pristine coastline and prides itself on preserving its clean natural bush land, wetland, marine and coastal environment. Located within the City's marine park is Hillarys Marina, WA's second most popular tourist attraction with over three million visitors per year. The area also features many other well-established regional tourism attractions such as the Joondalup Resort and Golf Course and Yellagonga Regional Park.

At the heart of the northwest metropolitan region is Joondalup City Centre. Home to the Joondalup Learning Precinct, Joondalup Health Campus, the City's major retail precinct and the Central Business District (CBD), the City Centre provides a knowledge and service hub for the region. Due to the strong local economy and tremendous regional growth, the City of Joondalup represents one of Australia's most attractive investment destinations.

1.2 Functions, facilities and services (both in-house and contracted) provided by the City of Joondalup

The City of Joondalup provides:

Services to property including:

- construction and maintenance of roads
- footpaths and cycle facilities
- land drainage and development
- waste collection and disposal
- litter control and street cleaning
- planting and caring for street trees
- numbering of building lots
- street lights
- bushfire control.

Services to the community including:

- provision and maintenance of playing areas and reserves
- parks and gardens and facilities for sporting groups, recreation centres, swimming pools, beaches, halls
- citizenship ceremonies, public library and information services
- environmental health services, senior citizens centres, youth services, financial counselling, cultural services
- safety and security services
- planning for services for people in the community.

Regulatory services including:

- planning of road systems, subdivisions and town planning schemes
- building approval for any construction, addition or alteration to a building
- dog control including the registration of dogs
- development, maintenance and control of parking.

General administration including:

- provision of general information to the public, the lodging of complaints and payment of rates.

Processes of government including:

- ordinary and special Council and committee meetings
- electors meetings
- election of Council members.

1.3 People with disabilities in the City of Joondalup

An Australian Bureau of Statistics survey conducted in 2003 showed that 20.6% of the population in Western Australia, or one in five people, have some level of disability and an estimated 12.6% of Western Australians are carers for people with disabilities.

Between 2006 and 2026 the number of people with disabilities is expected to grow as the population ages. The likelihood of having a disability increases, as people get older. There is expected to be an overall increase of 115.7% in Western Australia over 20 years.

While the population largely is homogenous, 8.4% speak a language other than English as their primary language and are at risk of being isolated from their culture and from family networks.

Based on 2003 figures, 26,151 people within the City of Joondalup have some form of disability with 18,874 people having some level of core activity limitation. Core activities are communication, mobility and self-care.

Total persons with disabilities and total population, 2003 – City of Joondalup

0–14	15–24	25–34	35–44	45–54	55–64	Total aged 0–64	65 and over	Males	Females	Persons (all ages)
Total persons with disabilities										
2,788	2,198	1,963	3,324	5,037	4,709	20,019	6,133	12,925	13,226	26,151
Total population										
32,831	24,572	18,331	25,201	26,463	15,168	142,566	11,887	76,337	78,116	154,453

Source: Australian Bureau of Statistics, 2003

Persons with disabilities by level of core activity limitation, by sex, 2003 – City of Joondalup

Level of core activity limitation	Males	Females	Persons
Profound or Severe	3,034	3,492	6,526
Moderate	2,295	2,819	5,114
Mild	3,652	3,582	7,234
Total persons with core activity limitation(a), all ages	8,981	9,893	18,874
Total persons with disabilities, all ages	12,925	13,226	26,151
Total population, all ages	76,337	78,116	154,453

(a) Total persons with core activity limitation includes only persons with profound, severe, moderate and mild core activity limitations.

Source: Australian Bureau of Statistics, 2003

Persons with disabilities by disability group(a)(b), by age group, 2003 – City of Joondalup

Disability group	0–24	25–44	45–64	Total aged 0–64	65 and over
Sensory	1,420	921	2,313	4,654	2,571
Physical	2,009	3,478	7,262	12,749	4,404
Total persons with disabilities	4,986	5,287	9,746	20,019	6,133
Total population	57,403	43,532	41,631	142,566	11,887

(a) People are counted in more than one disability group if they had multiple disabilities which belonged to more than one group. As a result, the sum of the component items will not equate to the total persons with disabilities.

(b) Estimates of the number of persons with disabilities by disability group by age group are not available for the intellectual, psychological or head injury, stroke or brain damage disability groups.

Source: Australian Bureau of Statistics, 2003

1.4 Planning for better access

The Disability Services Act 1993 (amended 2004) requires that all Local Governments develop and implement a Disability Access and Inclusion Plan (DAIP) to ensure that people with disabilities have equal access to its facilities and services.

Additional legislation underpinning access and inclusion are the Western Australian Equal Opportunity Act 1984 and the Commonwealth Disability Discrimination Act 1992 (DDA). Both of these Acts make discrimination on the basis of a person's disability unlawful. Whilst Action Plans are not compulsory under the DDA, they can assist organisations to become more accessible and inclusive, and can provide some clarity during disability discrimination proceedings. A Disability Access and Inclusion Plan may also satisfy the DDA's requirements for Action Plans.

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

To include all of its members, the City of Joondalup has developed an Access and Inclusion Plan (AIP). The City is responsible for the development of this plan, and will seek personal and/or professional knowledge of access and inclusion issues from the community and the Disability Services Commission (DSC) to assist the development, implementation, review and evaluation of the plan.

Implementation of specific strategies within the plan is mainly the responsibility of Managers within each business unit of the City. Recognition of this responsibility will be reflected in annual business plans and budgets where required. Coordination of the implementation of the City's revised AIP will be the responsibility of the City's officers.

1.5 Progress since 1995

The City of Joondalup is committed to including people with disabilities through the improvement of access to its information, facilities and services. Towards this goal, the City adopted its first Disability Service Plan (DSP) in 1995 to address the barriers within the community for people with disabilities.

Since the adoption of the initial DSP, the City has implemented many initiatives and made significant progress towards better access. Some of these include:

- Met the statutory requirements of the Disability Services Act 1993 (amended 2004), by lodging the Disability Access and Inclusion Plan to DSC by 31 July 2006.
- Participated in DSC training, which contributed to the development of a Resource Manual for Local Government for Disability Access and Inclusion Plans.
- Continued to make the Plan available to the community upon request and through the City's website.
- Published disability access and inclusion articles quarterly in Council News.

- Commenced operating a state-of-the-art pool ramp and hoist installed in the redevelopment of the aquatic facility at Craigie Leisure Centre, enabling dignified access to the pool for people with disabilities.
- Purchased a Beach Wheelchair for use during the summer months at Mullaloo Beach, made possible by a grant from the Independent Living Centre submitted by Recreation Services.
- Networked, developed and built additional partnerships with a wide range of government, non-government and community groups that represent and advocate on behalf of people with special needs.
- Promoted Translating and Interpreting Service information through Customer Service to enable people from diverse cultural backgrounds to better access services.
- Worked in partnership with WA Disabled Sports Association and Recreation and Sport Network to provide programs such as Be Active Engagement and Sportslink at the Craigie Leisure Centre.
- Provided traineeships for people with disabilities as well as supporting people with disabilities on work experience in various business units.
- Commenced internal consultation to develop improved reporting processes for business units on the status of the Plan's actions and tasks.
- Partnered with the City of Wanneroo in an application to the WA Local Government Association for a grant to support the implementation of initiatives by Local Government authorities which meet one or more of the desired outcomes for DAIPs.
- Ensuring only authorised vehicles use the designated ACROD bays outside the City's administrative building.

2.0 Access and Inclusion Policy Statement

The following is a statement of intent as the current policy will be required to follow City procedure for amendment.

The City of Joondalup is committed to ensuring that the community is accessible for, equal to and inclusive of all members of the community and visitors.

The City of Joondalup interprets an accessible, equal and inclusive community as one in which people with disabilities, their families and carers, and people from diverse backgrounds and cultures can access and are welcomed to participate in all Local Government functions, facilities and services (both in-house and contracted) in the same manner and with the same rights and responsibilities as other members of the community.

The City of Joondalup recognises that all members of the community are valued and make a variety of contributions to local, social, economic and cultural life. The City believes that a community that recognises its diversity and supports the participation and inclusion of all of its members makes for a richer community life.

The City of Joondalup also believes that people with disabilities, their families and carers should be supported to remain in the community of their choice.

The City of Joondalup is committed to meeting the Disability Service Standards in its provision of services to people with disabilities.

The City of Joondalup is also committed to consulting with people with disabilities, their families and carers, and, where required, disability organisations to ensure that barriers to access and inclusion are addressed appropriately. Consultation processes continue to be available for all members of the community, including people from diverse backgrounds and cultures.

The City of Joondalup is committed to ensuring that its agents and contractors work towards the desired outcomes in the AIP.

The City of Joondalup will continue to work in partnership with local community groups and businesses to facilitate the inclusion of people with disabilities and from diverse backgrounds and cultures through improved access to information, services and facilities in the community.

The City of Joondalup is committed to achieving the eight desired outcomes of its AIP. These are:

1. People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the City of Joondalup.
2. People with disabilities have the same opportunities as other people to access the buildings and other facilities of the City of Joondalup.
3. People with disabilities 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.
4. People with disabilities receive the same level and quality of service from the staff of the City of Joondalup.
5. People with disabilities have the same opportunities as other people to make complaints to the City of Joondalup.
6. People with disabilities have the same opportunities as other people to participate in any public consultation by the City of Joondalup.
7. Provide information, opportunities and encouragement to raise awareness of the community regarding disability, access and inclusion.
8. People with disabilities and from diverse backgrounds have the same opportunities as other people to be employed by the City of Joondalup.

3.0 Development of the Access and Inclusion Plan

3.1 Responsibility for the planning process

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

3.2 Community consultation process

The draft was made available on the City's web page and in alternative formats upon request for a 30-day comment period, from 3 September to 3 October 2007.

During this time invitations for comments, suggestions and feedback were advertised through the *Joondalup Times* and *Wanneroo Times*. A survey was developed to identify access barriers faced by the community. This survey was sent to over 600 families who have a member with a disability. It was also available online, in libraries and customer services centres. The response rate was 10% of those surveyed.

Three focus groups were organised with key stakeholders. The first group included people with disabilities and from CaLD backgrounds. The second group included organisations that provide services to these groups. The third group was conducted with City staff members.

One-on-one meetings took place with Local Area Coordinators from the Disability Services Commission, people with disabilities and representatives from community organizations that provide services to people with disabilities and from CaLD backgrounds.

The City's staff members were invited to comment about issues identified in the City and in the workplace by a general email.

3.3 Findings of the consultation

While the consultation noted a great deal of achievement in making the City accessible, it also identified a range of areas where there is room for improvement. Some of these issues are already being addressed, whilst others were included in the draft Plan

Key barriers identified through the community consultation include:

- Suitable parking for people with disabilities may not be meeting the needs of this group.
- Lack of ramps to access footpaths.
- Lack of activities and leisure opportunities for people with disabilities.
- Lack of playgrounds with fencing.
- Poor access to beach for people in wheelchairs.

- Information regarding services provided to people with disabilities and from CALD backgrounds need to be better disseminated.
- Activities organised by the City should involve more the CALD communities.
- Lack of access to employment and traineeship opportunities.
- The promotion of the use and availability of AUSLAN and TIS translators to staff and the community.

3.4 Responsibility for implementing the DAIP

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

Implementation of the AIP is the responsibility of all areas of the City. Some actions in the Implementation Plan will apply to all areas of the City while others will apply to a specific area. The Implementation Plan sets out who is responsible for each action.

3.5 Communicating the plan to the community

The community will be advised through the local media and the City's website that copies of the plan are available to the community upon request and in alternative formats if required. This will include hard copy in standard and large print, electronic format, audio format on cassette or CD, Braille, email and on the City's website.

As the City amends the AIP, the community will be advised of the availability of updated plans, using the same communication methods.

3.6 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 AIP will be reviewed at least every five years, in accordance with the Act. The AIP Implementation Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues, which may arise. Whenever the AIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

Monitoring and reviewing

- The review of the City's AIP will be included in the AIP 2011–2015, which will be submitted to the Disability Services Commission in 2011. The report will outline what has been achieved under the City's AIP from 2008–2011.
- A report will be prepared each year regarding the implementation of the AIP. A status report will be provided to the Council for endorsement.

4.0 Reporting on the AIP

The Disability Services Act sets out the minimum reporting requirements for public authorities in relation to Disability Access and Inclusion Plans.

The City will report on the implementation of its AIP through its Annual Report and the prescribed progress report template to the Disability Services Commission by 31 July each year. The progress report will outline:

- Progress towards the desired outcomes of its AIP.
- Progress of its agents and contractors towards meeting the six desired outcomes.
- The strategies used to inform its agents and contractors of its AIP.

5.0 Strategies to improve access and inclusion

The following overarching strategies will guide the actions that the City of Joondalup will undertake from 2008–2011 to improve access to its services, buildings and information. The eight desired outcomes provide a framework for improving access and inclusion for people with disabilities in the City of Joondalup.

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

Strategy	Timeline
Ensure that all events offered by the City, or events taking place in public areas, are organised so that they are accessible and inclusive.	Ongoing
Ensure that all services are delivered in an accessible and inclusive manner.	Ongoing
Develop links between the AIP and other City plans and strategies, and the budget planning.	Ongoing

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

Strategy	Timeline
Ensure that buildings and facilities are physically accessible to people with disabilities or experiencing access issues, in accordance with the Australian Standards for access.	Ongoing
Ensure that all new and redevelopment works provide access to people with disabilities.	Ongoing
Ensure the accessibility of streetscapes.	Ongoing

Outcome 3: People with disabilities 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	Timeline
Incorporate appropriate content into the City's website and intranet.	Ongoing
Provide documentation regarding services, facilities and customer feedback in an appropriate format using clear and concise language.	Ongoing
Improve community awareness that all City information can be made available in alternative formats upon request.	2008
Improve Community awareness that Council meetings are accessible to people with a hearing impairment or people from linguistically diverse backgrounds.	2008
Develop alternative ways of communication between the City and people with disabilities.	2008

Outcome 4: People with disabilities 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	Timeline
Improve and sustain staff awareness of access and inclusion issues and improve skills to provide a good service to people with disabilities.	2008
Improve the awareness of new employees and new Elected Members about access and inclusion issues.	2008

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

Strategy	Timeline
Ensure that current grievance mechanisms and outcome satisfaction survey forms are accessible for people with disabilities.	Ongoing
Improve community awareness about grievance mechanisms.	Ongoing

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

Strategy	Timeline
Improve access for people with disabilities to the established consultative processes of the City.	Ongoing
Improve community awareness about consultation processes in place.	Ongoing

Outcome 7: Provide information, opportunities and encouragement to raise awareness of the community regarding disability, access and inclusion.

Strategy	Timeline
Encourage local businesses and tourist venues to provide accessible facilities.	Ongoing
Investigate and implement ways of encouraging and supporting access and inclusion in the community.	2008-2011

Outcome 8: People with disabilities and from diverse backgrounds have the same opportunities as other people to be employed by the City of Joondalup.

Strategy	Timeline
Review recruitment policies and practices	Ongoing
Continue to provide employment and work experience opportunities for people with disabilities in partnership with disability agencies and schools.	Ongoing
Work to create more accessible and safer workplaces for people with disabilities.	Ongoing

6.0 Implementation Plan

The Implementation Plan itemises actions the City of Joondalup will carry out through 2008–2011 to improve access to its services, information and facilities for people with disabilities.

The Implementation Plan outlines:

- Individual tasks being undertaken.
- A timeline for completion of the individual tasks.
- The officer position or section of the City with responsibility for completing the individual tasks.
- The broad strategy that the individual tasks are supporting.