



CITY OF JOONDALUP
DRAFT ACCESS AND INCLUSION PLAN
2012–2014

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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1.0 Background

1.1 The City of Joondalup

The City of Joondalup is located in the northern suburbs of Perth, 15 kilometres from Perth. 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. With a population of approximately 158,000 the City is the second largest local government area in Western Australia by population.

The City of Joondalup comprises the suburbs of Beldon, Burns Beach, Connolly, Craigie, Currambine, Duncraig, Edgewater, Greenwood, Heathridge, Hillarys, Iluka, Joondalup, Kallaroo, Kingsley, Kinross, Marmion, Mullaloo, Ocean Reef, Padbury, Sorrento, Warwick and Woodvale.

The City of Joondalup is a region that covers an area of 97km square from beach to bushland. The City Centre has a relaxed, casual atmosphere and is a combination of cultural, civic, commercial and residential properties built on the edge of the stunning Lake Joondalup.

Residents and visitors enjoy the cosmopolitan feel and excellent selection of restaurants and cafes around the City Centre, and there are many beaches and parks to explore.

Our beautiful City has always attracted international guests and immigrants, with over 50 per cent of our population born overseas.

The Joondalup City Centre is located 25 minutes north of Perth along the Mitchell Freeway. There are frequent trains from the Perth Train Station to the City Centre and surrounding suburbs.

1.2 People with disabilities in the City of Joondalup

Four million Australians (20%) reported having a disability in the Survey of Disability, Ageing and Carers (SDAC) conducted in 2009. The study considers disability to include any impairments, activity limitations and participation restrictions which impede everyday activities for a period of at least 6 months. The survey further determined that at this time 2.6 million unpaid carers were providing assistance to family or friends in need of help due to disability or age.

Of the 1 in 5 Australians (20%) who reported that they have a disability, 87% 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, 2009).

The likelihood of having or acquiring a disability increases with age. For example 88% of people aged 90 years and over have some form of disability, whereas in the population group aged between 0-4 years only 3.4% of people have a disability.

In 15 years time the number of West Australians with a disability is expected to increase from 1 in 5 people (20%) to 1 in 4 people (25%). Much of this expected increase can be attributed to the ageing population, particularly the baby boomers, developing disabilities after the age of 65 years. The needs of this population group are considered as part of both the City's Access and Inclusion and Positive Ageing plans.

Based on figures sourced from the 2006 census, 3,515 people within the City of Joondalup currently have a core activity limitation associated with communication, mobility or self-care for which they require regular assistance.

1.3 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 at all levels of government, from the local through to the international arena.

In 2008 Australia ratified the United Nations Convention on the Rights of Persons with Disabilities 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 agreed to and signed by all states and territories.

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

Legislation further underpinning access and inclusion includes the Western Australian Equal Opportunity Act 1984 and the Commonwealth Disability Discrimination Act 1992 (DDA). Both these Acts make discrimination on the basis of a person's disability unlawful.

The City of Joondalup recognises that diverse members of the community 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 who experience other access and inclusion issues, such as parents with prams.

To include all elements of the local community, the City of Joondalup has developed an Access and Inclusion Plan (AIP) which incorporates and expands upon the standard requirements of a DAIP.

Planning for the future is imperative since the number of people with access and inclusion requirements is predicted to increase significantly over the next 15 years. The City of Joondalup wants residents to be able to live in the City for as long as they wish to do so, and to enable people of all abilities to continue to participate successfully in local community life, access and inclusion issues need to be addressed.

1.4 Progress since 2008

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

Since the adoption of its first AIP in 2008, the City has implemented many initiatives and made significant progress towards improving access for all. Highlights include:

- Implementation of a general access and inclusion awareness induction session which all new staff members since September 2011 have attended.
- Active participation in the You're Welcome WA access initiative – "Accessible Joondalup" provides people with disabilities clear access to information about a wide range of facilities in the Joondalup City Centre including restaurants, hotels, car parks, toilets and different businesses and services. To date, 35 business and service providers have been assessed. Business and service providers also provided with information on practical ways to improve their accessibility.
- Publication of access and inclusion articles quarterly in Council News.
- Undertook an access Audit for the external areas of Joondalup Library and working to implement strategies to improve accessibility.
- On request, assisted local residents who use mobility devices i.e. gophers and wheelchairs, to access their local area through the upgrade of connecting pathways, pedestrian access ways and ramps, and through personalised way finding advice.
- Held two intensive Disability Awareness Training sessions annually for staff professional development.
- Engaged an independent Access Auditor to conduct disability access audits of the entrance to the Craigie Leisure Centre, public access areas of the City of Joondalup Administration building, a City owned community building at 11a Moolanda Boulevard, Kingsley, Padbury Hall and the Flinders Park Community Hall.
- Promoted the Translating and Interpreting Service (TIS), the AUSLAN translators service and the National Relay Service to improve access to the City's services.
- Produced and distributed a new 'Accessible and Inclusive Communities for Everyone' brochure promoting accessible City services, programs and events.
- Commenced an accessibility audit of the City's public website to inform future improvements.

- Produced an Auslan translated video as part of the community consultation for the development of a new Access and Inclusion Plan 2012-2014.
- Invited people with disabilities to participate in the community consultation for the development of the new Plan as above.
- Provided regular English Conversation Classes through the City's libraries.
- Operated an integrated School Holiday Program through the Anchors Youth Centre, which offers places for young people with special needs, and includes a variety of centre-based activities and excursions which are offered at a subsidised rate.
- Purchased new access-friendly chairs for use by Craigie Leisure Centre patrons.
- Ensured that all City events were organised in an accessible manner.
- Enabled a group of local residents with intellectual disabilities to become actively involved in City activities such as Art of Ageing events and the Keep Australia Beautiful Adopt-a-Spot Program.
- Acquired a Beach Wheelchair for use during the summer months at Hillarys Marina, made possible through assistance from Surf Life Saving Western Australia.
- 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.
- In partnership with Local Area Coordinators (DSC), developed an interagency network of service providers working with people with disabilities.
- Provided accessible facilities at Craigie Leisure Centre which are utilised by disability based community groups such as the Belridge Buddies and a Special Olympics swimming group, as well as the Platinum 50+ adventure program.
- Inclusion of access requirements in all contracts over \$200,000 awarded by the City.

2.0 Access and Equity Policy Statement

The City is committed to ensuring that its activities and services are inclusive of all members, including people with disabilities and their families or carers, and people from culturally and linguistically diverse backgrounds. The City will make every effort to ensure that any person who lives, works in, or visits the City of Joondalup will not be denied access to any City facility, program, service or information prepared by the City on the basis of a personal disability or background.

This will be achieved through the staged implementation and regular review of the City's Access and Inclusion Plan, which shall incorporate matters relating to:

- Facilities;
- Services;
- Events;
- Information dissemination;
- Buildings, footpaths, fencing etc;
- Staff employment and training;
- Elected Member Induction Program;
- Making complaints;
- Community consultation;
- Raising awareness in the community: and
- Strategic planning.

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 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.

3.2 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 an Access and Inclusion Plan.

The methodology included development of a survey instrument, conducting a staff focus group and individual interviews with City Business Unit Managers.

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 soft copy form to the following groups and organisations:

- Culturally and Linguistically Diverse (CALD) organisations and interest groups including the Australian Asian association and the Northern Suburbs Multicultural Reference Group (NOMUC).

- Disability service providers and community groups such as Community Vision Inc, Kira, Disability Services Local Area Coordinators, Creative and Therapy Activities (CATA).
- Older people through former Seniors Interests Advisory Group networks.

In addition the survey was made available to all City of Joondalup staff who were sent the link to the online facility.

In total seventy seven surveys were returned and all feedback received as part of the consultation process has been analyzed and incorporated into the development of new targets for the Implementation Plan 2012-2014.

3.3 Findings of the consultation

Most of the outcomes of the community consultation undertaken indicate that 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;
- Greater cooperation and collaboration between City business units, particularly when planning public events;
- Promotion of services that have been adapted or created to ensure inclusion; and
- 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.

3.4 Responsibility for implementing the AIP

It is a requirement of the Disability Services Act that all practical measures are undertaken 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 is an internal City document which sets out who is responsible for each action.

3.5 Communicating the plan to the community

The community will be advised through local print and radio media and the City's website that copies of the plan are available 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 and intranet.

Hard copies of the AIP will also be available at reception in the City's administration building and at all customer service centres.

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

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

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

A copy of the Access and Inclusion Plan 2012-2014 will be submitted to the Disability Services Commission in 2011, following its endorsement by Council. The report will include a summary of actions achieved under the City's AIP 2008-2011.

A further report will be prepared each year regarding the implementation of the AIP, which upon approval by the Chief Executive Officer, will be submitted to the Disability Services Commission by 31 July. The progress report will outline:

- Progress towards the desired outcomes of the AIP.
- Progress of City agents and contractors towards meeting the eight desired outcomes.

4.0 Strategies to improve access and inclusion

The following overarching strategies will guide the actions that the City of Joondalup will undertake from 2012–2014 to improve access to services, buildings and information.

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
Ensure that all events offered by the City, or events taking place in public areas, are organised so that they are accessible and inclusive.
Ensure that all services are delivered in an accessible and inclusive manner.
Develop links between the AIP and other City plans and strategies, and the budget planning process.
Key Performance Indicators
<ul style="list-style-type: none"> Access and Inclusion requirements are incorporated into the planning of major City events, including the Joondalup Festival, the summer concert series, Little Feet Festival, Sunday Serenades, Art of Ageing events and Youth Music Festivals.

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
Ensure that buildings and facilities are physically accessible to people with disabilities or experiencing access issues, in accordance with the Australian Standards for access.
Ensure that all new and redevelopment works provide access to people with disabilities.
Ensure the accessibility of streetscapes.
Key Performance Indicators
<ul style="list-style-type: none"> Conduct accessibility audits on a minimum 4 City-owned

buildings/facilities annually.

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
Ensure that all City of Joondalup websites (including the intranet) meet contemporary requirements for accessibility.
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 in alternative formats such as electronic format, audio or Braille upon request.
Improve Community awareness that Council meetings are accessible to people with a hearing impairment and people from linguistically diverse backgrounds.
Develop alternative means of communication between the City and people with disabilities.
Key Performance Indicators
<ul style="list-style-type: none">• The City's website to be assessed for accessibility annually.• 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.

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
Improve and maintain staff awareness of access and inclusion issues and improve skills to provide good customer service to people with disabilities.
Improve and maintain awareness of Elected Members about access and inclusion issues.
Key Performance Indicators
<ul style="list-style-type: none">• All new City staff to receive basic access and inclusion awareness training as part of the induction process.

- Elected Members to receive access and inclusion awareness training as part of their induction process.

Outcome 5: People with disabilities 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 disabilities.
Improve community awareness about grievance mechanisms.
Key Performance Indicators
<ul style="list-style-type: none"> • 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.

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

Strategy
Improve access for people with disabilities to the established consultative processes of the City.
Improve community awareness about consultation processes in place.
Key Performance Indicators
<ul style="list-style-type: none"> • All 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. • All community consultation documents and information to be made available to City residents in alternative formats suitable to their individual needs upon request.

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

Strategy
Encourage local businesses and tourist venues to provide accessible facilities.

Investigate and implement ways of encouraging and supporting access and inclusion in the community.
Key Performance Indicators
<ul style="list-style-type: none"> • City officers to attend and contribute to the northern suburbs Disability Interagency Networking Opportunity (DINO) meetings and professional development information sessions quarterly. • City officers to work in partnership with the City of Wanneroo to host the Northern Suburbs Multicultural Reference Group (NOMUC) meetings quarterly.

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
Review recruitment policies and practices.
Continue to provide employment and work experience opportunities for people with disabilities in partnership with disability agencies and schools.
Work to create more accessible and safer workplaces for people with disabilities.
Key Performance Indicators
<ul style="list-style-type: none"> • Conduct accessibility audits of 2 out of the 10 City of Joondalup workplace environments each year. • Provide work experience for a minimum of 4 people with disabilities annually.

5.0 Implementation Plan

The Implementation Plan is an internal working document that itemises specific actions the City of Joondalup will aim to carry out during the 2012–2014 period 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.