

***City of Joondalup Access and Inclusion Plan 2021/22 – 2023/24***

This document is available upon request in alternative languages and formats upon request.

The City of Joondalup acknowledges the traditional custodians of the land, the Whadjuk people of the Noongar nation, and recognises the culture of the Noongar people and the unique contribution they make to the Joondalup region and Australia.

The City of Joondalup pays its respects to Elders past and present and extends that respect to all Aboriginal and Torres Strait Islander peoples.

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## **1.0 Background**

### **1.1 About the City of Joondalup**

The City of Joondalup (the City) is the regional centre of one of Australia's fastest growing areas located in the North-West Metropolitan Region of Perth.

Across its 22 suburbs, Joondalup has approximately 160,000 residents and is recognised globally for its liveability, engaged and connected community and the many healthy lifestyle options it offers to its residents.

Joondalup has a thriving events and entertainment scene and has gained a reputation for first class cultural events. Set between 17km of coastline, the stunning Lake Joondalup and Yellagonga Regional Park, Joondalup contains more than 500 hectares of natural bushland managed by the City, with a unique range of flora and fauna. With over 350 parks and reserves, the City provides key sporting and recreational facilities for its diverse community.

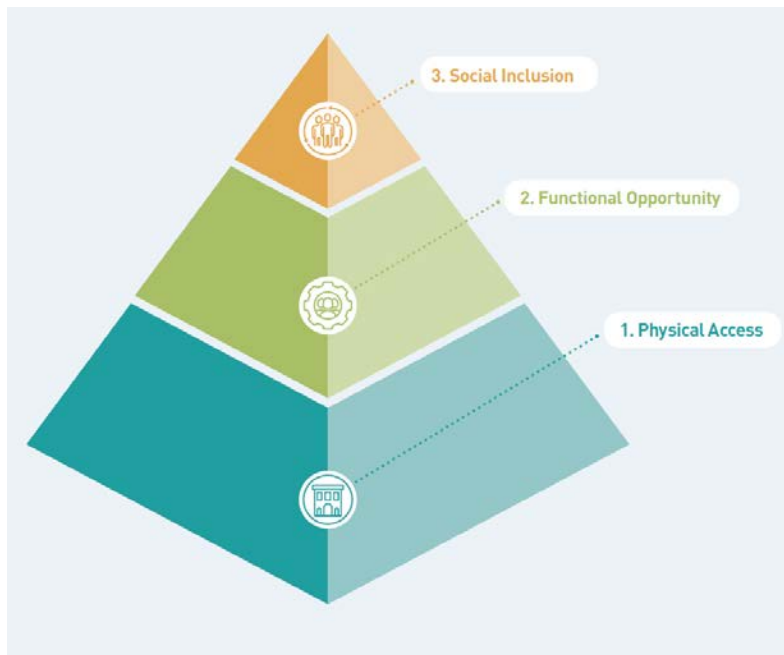
### **1.2 What is Access and Inclusion?**

The City takes a holistic approach to increasing access and inclusion in the community, striving to create accessible and inclusive communities for people of all ages, abilities, genders, and backgrounds.

The City has strategies across eight outcome areas which address physical access to the natural and built environment including buildings, recreational facilities, parks, footpaths and beaches, as well as access to the City's services, events and information. Using the principles of the Inclusion Pyramid and the Seven Pillars of Inclusion, the City will implement strategies to foster a feeling of belonging, supporting people of all abilities and backgrounds to engage and connect within their community.



## Inclusion Pyramid



### **Physical Accessibility**

The first step towards inclusion is physical access. For everyone to have the same opportunities to participate in community life, all spaces must cater to the access requirements of all people.

### **Functional Opportunity**

Functional opportunity enables people who are otherwise excluded or marginalised to participate and connect with others in their community, doing the same activities in the same spaces.

### **Social Inclusion**

True social inclusion is a cultural change. It is the change of attitude towards those who have historically been excluded, to ensure everyone can participate in the same activities in the same spaces.

### **Seven Pillars of Inclusion**

**Access** - providing physical, functional, and social access opportunities to all community members.

**Attitude** - being adaptive and responsive.

**Choice** - giving all community members choice and control as to how they participate.

**Partnership** - fostering partnerships between the City, service organisations and the community.

**Communication** - open and transparent communication about the City's progress in Access and Inclusion and options for people to be involved.

**Policy** - considering how the City takes organisational responsibility for inclusion.

**Opportunities** - exploring what options are available for everyone to be involved.

### 1.3 Community Profile and Disability in Australia

The *People with Disability in Australia* report estimates that one in six or 4.4 million Australians live with disability. The report also estimates that:

- **1 in 3** people living with disability (or 1.4 million people) have a profound or severe disability
- **1 in 4** people living with disability have a mental or behavioural disorder as their form of disability
- **1 in 10** people living with disability experience discrimination
- In 2019, **44%** of all complaints received by the Human Rights Commission were related to disability discrimination; over the past five years this number has increased by 20%
- **3 in 5** people living with disability need assistance with at least one activity of daily life.

The 2016 census demonstrates the diversity of the Joondalup community:

- **1 in 10** residents do not speak English at home (led by Afrikaans, Mandarin and Italian)
- **1 in 100** residents do not speak English well or at all
- **4 in 10** residents were born overseas (led by the United Kingdom, South Africa and New Zealand and includes 116 nations in total)
- **3 in 100** residents require assistance in their daily lives due to disability
- **1 in 10** residents provided unpaid care or assistance for a person with a disability, long-term illness or of older age.

### 1.4 Who is this Plan for?

The *City of Joondalup Access and Inclusion Plan 2021/22 – 2023/24* (the Plan) is for all people who live, work, or visit the City. The City strives to foster a community that is accessible and inclusive not only to people with disability, their families and carers, but also for people:

- from culturally and linguistically diverse (CaLD) backgrounds
- of all ages
- who use prams
- with temporary injury or illness
- with mental health conditions.

The Plan will inform specific actions that ensure all practicable measures are taken by the City and its agents and contractors to create an accessible and inclusive community for all.

## **1.5 Planning for better access**

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

On 30 March 2007, Australia was one of 80 nations that signed 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.”

The National Disability Insurance Scheme (NDIS) was launched in July 2013 and is a way of providing personalised support to Australians with disability, their families and carers. The NDIS will provide about 460,000 Australians under the age of 65 with a permanent and significant disability with the reasonable and necessary supports they need to live an ordinary life. The NDIS takes a lifetime approach, investing in people with disability early to improve their outcomes later in life.

The NDIS helps people with disability to:

- access mainstream and community services and supports
- maintain informal support arrangements
- receive reasonable and necessary funded supports.

The NDIS rollout commenced in the North Metro area (which includes the City of Joondalup) in July 2018 and was completed in 2020.

On 3 December 2020, the State Government launched its *State Disability Strategy 2020-2030* (the Strategy), a 10-year whole-of-community vision to protect, uphold and advance the rights of people with disability in Western Australia.

The Strategy sets the foundation for building a more inclusive Western Australia, empowering people with disability to participate meaningfully in all parts of society and to have the resources to do so.

The Strategy is the State Government’s commitment to promote transformative change including equitable opportunities and outcomes in all areas of life. Four Pillars of Change were developed by a co-design group and underpin the Strategy:

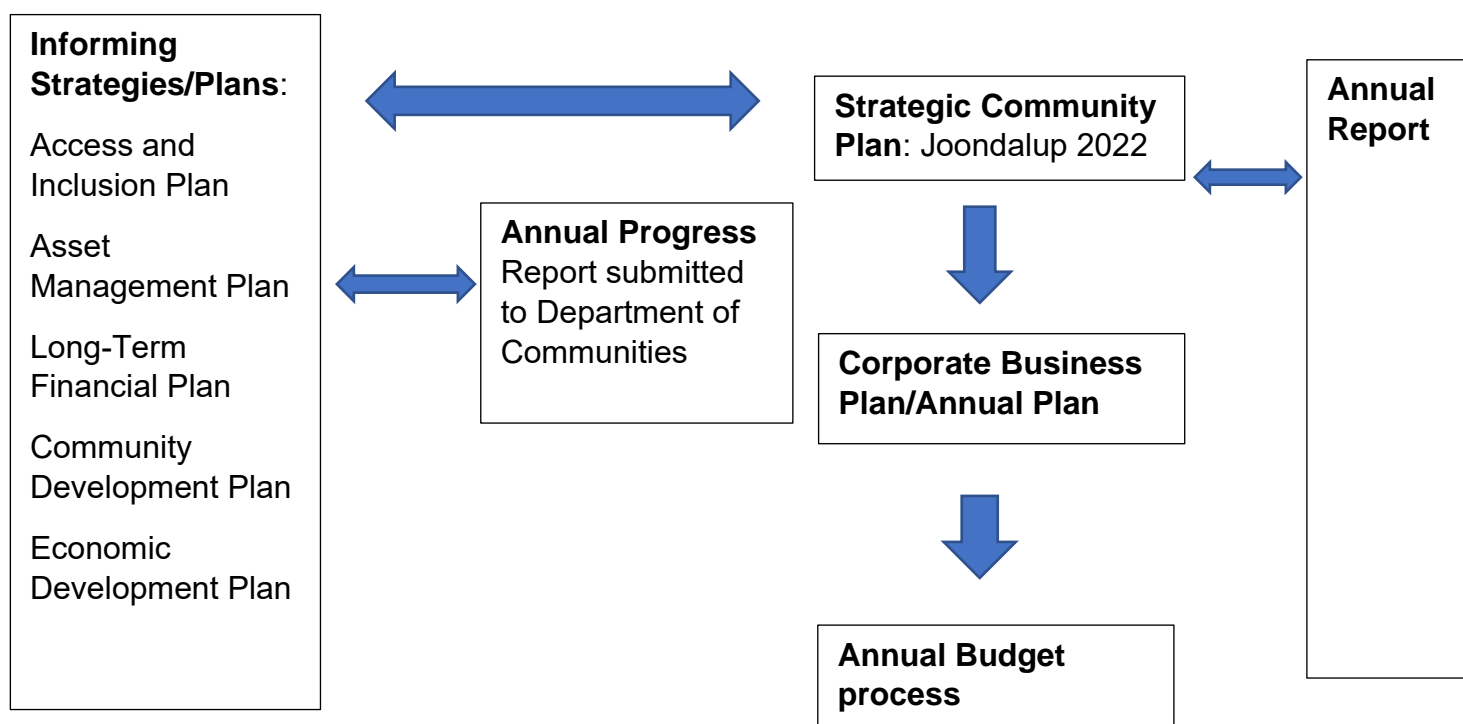
- Rights and equality
- Inclusive communities
- Participation and contribution
- Living well.

## **1.6 Alignment of the Plan**

The Plan is a legislative requirement set out in the *Disability Services Act 1993*, while also being informed by additional legislation, including:

- *Western Australian Equal Opportunity Act 1984*
- *Commonwealth Disability Discrimination Act 1992 (DDA)*
- *Disability (Access to Premises Buildings) Standards 2010.*

The Plan is connected through the City’s Integrated Planning Framework as outlined below:



### 1.7 Progress since 2018

Since the adoption of the most recent Access and Inclusion Plan in 2018, the City has implemented many initiatives and made significant progress towards improving access for all. Some highlights include:

- Trial of sensory-friendly hours at City libraries and leisure centres
- Introduction of sensory-friendly spaces at events
- Provision of Auslan interpreting at Music in the Park events
- Formation of and participation with the Accessible Beaches for All working group
- Partnership and participation in the ‘This Bay is Someone’s Day’ Australian Council for Rehabilitation of Disabled (ACROD) parking campaign in 2020

- Introduction of Disability Awareness Storytime at all libraries on International Day of People with Disability
- Installation of accessible pathways in Craigie bushland
- Inclusion of Afrikaans, Hindi, Mandarin (simplified Chinese), Noongar and Urdu language in the City's annual report
- Partnership and participation in the Socially Inclusive Communities WA program
- Accreditation and opening of a Changing Places facility (accessible changing room and toilet) at Sorrento Beach
- Installation or upgrades of 13 universal accessible toilets and 14 ambulant toilets within the City
- Completion of the facilities at Penistone Park including an accessible toilet with adult change table and other accessible park features including dual height BBQ, accessible picnic bench seating and play equipment
- Inclusion of additional accessible features in the planning of the redevelopment of Craigie Leisure Centre.

## **2.0 Development and review of the Access and Inclusion Plan**

### **2.1 Responsibility for the planning process**

The City oversees 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 plans and budgets of relevant business units.

### **2.2 Community consultation process**

The community was invited to provide feedback from 4 February to 3 March 2021 on how well the City is currently addressing access and inclusion concerns, and what improvements still need to be made. The City specifically sought feedback from people with lived experience in relation to disability and inclusion, people from culturally and linguistically diverse backgrounds, as well as people who volunteer and work in those sectors. Feedback was sought by an online survey form and a series of online and in-person focus groups.

A total of 151 consultation participants were involved in the survey and focus groups. This included 141 valid responses to the survey and 13 focus group attendees across three focus group sessions. A total of 71 participants identified themselves as someone who is:

- a person with disability
- a carer, family member or friend of a person with disability
- an employee or volunteer of an organisation working with those with disability
- a person from a CaLD background
- a carer, family member or friend of a person from a CaLD background
- an employee or volunteer of a CaLD support organisation.

### **2.3 Findings of the consultation**

Overall, participants provided positive feedback about the City’s current approach to access and inclusion. In regard to events, the majority of survey respondents “agreed” or “strongly agreed” that accessibility information was easy to find, event signage was easy to understand, event layouts allowed for easy access, accessible toilets were available and easy to access, and that they felt included in the event. Similarly, positive feedback was received regarding accessing City services, interacting with City staff, and applying for employment and volunteering positions.

Consultation themes indicate some of the ways the City could create a more accessible and inclusive community:

- establishment of a disability reference group
- increased co-design with people with disability
- continual expansion of accessible footpaths and kerb ramps
- expansion of accessible parks, playgrounds, and beaches
- increased accessible parking and dedicated parking seniors and parents with prams
- increase access to information by improving City websites and providing access specific information on events and services.

## **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 Plan is implemented by the City, its agents and contractors.

The Plan provides clear measurable actions and areas of responsibility for the City.

## **2.5 Review and evaluation mechanisms**

The *City of Joondalup Access and Inclusion Plan 2021/22- 2023/24* is subject to approval by the City of Joondalup Council and the Department of Communities.

In July of each year of the Plan, the City will submit an annual progress report to the Department of Communities. This report will outline progress against the desired outcomes of the Plan by the City.

## **2.6 Communicating the Plan**

The community will be informed of the Plan via the City’s website and social media platforms. Community members will be informed that the Plan has been published, and that paper and electronic copies of the Plan are available, as well as copies in alternative formats upon request. Alternative formats could include large print, electronic format, audio format, alternative languages, or braille.

Paper copies of the Plan are available at the City’s Administration Building and libraries.

Should the City amend the Plan, the community will be advised accordingly. As required by the Act, the Plan will be made available to all agents and contractors of the City.

### **3.0 Strategies and implementation**

The following strategies under each outcome area aim to increase access and inclusion in the community.

These strategies will guide the actions the City of Joondalup will undertake during the life of the Plan.

**Outcome 1:**

The City of Joondalup will provide events and services that are planned to maximise physical accessibility and social inclusivity.

Strategy	Action	Performance Measure	2021/22	2022/23	2023/24	Responsible area
<b>1.1 Events offered by the City are planned to maximise physical accessibility and social inclusivity.</b>	<b>1.1.1</b> General and specific physical access issues are considered and catered for at City events.	85% of items on the Access Institute <i>General and Specific Access Issues Checklists for events</i> are met.	✓	✓	✓	All business units that manage and plan events.
		Advice on specific and general access requirements of events is sought from the Community Development Officer - Access and Inclusion.	✓	✓	✓	
	<b>1.1.2</b> Make provision for additional accessible parking and alternatives at events.	Where practical, at least 5% of parking bays at major City events will be accessible parking bays.	✓	✓	✓	All business units that manage and plan events.
		Provide alternatives to parking at City events such as pick up and	✓	✓	✓	



Strategy	Action	Performance Measure	2021/22	2022/23	2023/24	Responsible area
		drop off areas.				
	<b>1.1.3</b> City events include sensory-friendly opportunities.	Social Stories (part of creating a sensory-friendly environment) are available on the City's website to a minimum of four events annually.	✓	✓	✓	All business units that manage and plan events.
		A minimum of four City events include a sensory-friendly zone.	✓	✓	✓	
	<b>1.1.4</b> Programming at City events considers the social inclusion needs of people with different abilities.	Music in the Park events have Auslan interpreting.	✓	✓	✓	Cultural Services supported by Community Development.
		Provide accessible and inclusive additional features at a minimum of four City events such as access matting, audio interpretations of events, sensory-friendly programming.	✓	✓	✓	All business units which manage and plan events supported by Community Development.
	<b>1.1.5</b> Youth Programs	Youth School Holiday Program places to be	✓	✓	✓	Youth Services.

Strategy	Action	Performance Measure	2021/22	2022/23	2023/24	Responsible area
	accommodate young people with disability.	reserved for young people with disability.  The City's youth workers and truck attend local Education Support Centres programs at least six times each year.	✓	✓	✓	Youth Services.

**Outcome 2:** The City of Joondalup will provide buildings and facilities that maximise physical accessibility and social inclusivity.

Strategy	Actions	Performance measure	2021/22	2022/23	2023/24	Responsible area
<b>2.1 New and redevelopment works provide access to people of all abilities.</b>	<b>2.1.1</b> Where relevant and practical, consideration is given to redevelopments and new buildings exceeding the minimum accessibility requirements.	Additional accessibility features are considered in new, and redevelopment works and incorporated into design where relevant and practical.	✓	✓	✓	Asset Management, Operation Services, Leisure and Cultural Services.

Strategy	Actions	Performance measure	2021/22	2022/23	2023/24	Responsible area
	<p><b>2.1.2</b> Install additional accessible seating in parks and along walking trails.</p>	<p>Investigate appropriate locations for increased seating based on demographics and walkability in specific suburbs.</p> <p>Install accessible seating in approved locations based on outcome of investigation.</p> <p>Respond to 100% of requests for seating.</p>	<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>	<p>Operation Services supported by Community Development.</p>
	<p><b>2.1.3</b> Consider the provision of more than the minimum required number of accessible parking bays at City facilities where relevant and practical.</p> <p>Consider provision of</p>	<p>New and redeveloped City car parking includes provision of more than the required amount of accessible parking bays as assessed by building use.</p>	<p>✓</p>	<p>✓</p>	<p>✓</p>	<p>Infrastructure Management Services, Asset Management, Leisure and Culture Services.</p>

Strategy	Actions	Performance measure	2021/22	2022/23	2023/24	Responsible area
	parallel ACROD parking bays as well as angled bays to accommodate rear loading vehicles where practical.	New and redeveloped City car parking includes provision of parallel ACROD parking bays as well as angled bays to accommodate rear loading vehicles where appropriate.	✓	✓	✓	
	<b>2.1.4</b> Consult with Community Development Officer - Access and Inclusion or an external Access Consultant where appropriate, when designing and planning new City buildings or redeveloping/renovating current City buildings.	The City's Community Development Officer - Access and Inclusion or, if appropriate, an external access consultant, is consulted for access advice during the design and planning of 100% of new or redeveloped buildings.	✓	✓	✓	Asset Management, Leisure Planning, City Projects supported by Community Development.
	<b>2.1.5</b> Investigate improving the accessibility of beaches and	Build a storage locker for beach wheelchairs at Mullaloo and Sorrento beaches.	✓			Asset Management supported by Community Development.

Strategy	Actions	Performance measure	2021/22	2022/23	2023/24	Responsible area
	foreshore environments.	<p>Plan and budget for the replacement of the City's two beach wheelchairs.</p> <p>Participate as an active partner in the Accessible Beaches for All working group.</p> <p>Investigate and identify beach and foreshore locations that may benefit from upgrades to pathways, toilets and accessible parking and other features which impact accessibility.</p> <p>Budget for and implement accessibility upgrades in approved locations.</p>		<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>Community Development.</p> <p>Community Development.</p> <p>Community Development supported by Infrastructure Management Services.</p> <p>Infrastructure Management Services supported by Community Development.</p>

Strategy	Actions	Performance measure	2021/22	2022/23	2023/24	Responsible area
	<p><b>2.1.6</b> Where practical and relevant, include accessible features (such as continuous accessible paths of travel to major equipment/ facilities, tables (to fit wheelchairs), signage, accessible toilets, drinking fountains (height access), shade, accessible and sensory play equipment) in new or refurbished park and public open space facilities.</p>	<p>Community Development Officer - Access and Inclusion is consulted to provide access advice in the design and planning of new or refurbished parks and public open space facilities.</p> <p>Accessible features (including play equipment) are included in new and refurbished park and public open space facilities where practical.</p>	<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>	<p>Operation Services supported by Community Development.</p>

Strategy	Actions	Performance measure	2021/22	2022/23	2023/24	Responsible area
	<b>2.1.7</b> Investigate an access upgrade to the parking and entry of Joondalup Library.	A feasibility study on increasing accessibility of Joondalup Library is prepared and considered.			✓	Asset Management and Library Services supported by Community Development.
<b>2.2 Provide accessible streetscapes.</b>	<b>2.2.1</b> Pathways are monitored for obstruction by vehicles. Accessible parking bays are monitored for misuse.	Infringements are issued where obstructions of pathways are caused by parking and when accessible parking bays are used without displaying an ACROD parking permit.	✓	✓	✓	Parking Services.
	<b>2.2.2</b> Ensure maintenance, repair and upgrades of pathways and kerb ramps.	Required repairs of pathways and kerb ramps are completed in a timely manner.	✓	✓	✓	Operation Services.

Outcome 3: The information that the City of Joondalup provides publicly will be accessible to all community members

Strategy	Actions	Performance measure	2021/22	2022/23	2023/24	Responsible area
<b>3.1</b> <b>All City websites are accessible and user-friendly.</b>	<b>3.1.1</b> All City websites meet Level A level as a mandatory minimum, preferably with Level AA level features where reasonably practicable, and aspiring to the Level AAA of the <i>Web Content Accessibility Guidelines 2.0</i> .	Undertake an access audit of the Youth Services website.  Implement recommendations of audit in the Youth Services website.	 ✓   ✓			Youth Services supported by Community Development.   Youth Services supported by Community Development.



Strategy	Actions	Performance measure	2021/22	2022/23	2023/24	Responsible area
		Corporate website is reviewed every two years by a Web Access Consultant.	✓		✓	Marketing and Communications supported by Community Development.
		Implement the accessibility recommendation from the two yearly access audits.	✓	✓	✓	Information Technology.
		A Web Access Consultant is consulted during the development of any new websites, or existing website that are significantly upgraded or redeveloped.	✓	✓	✓	Information Technology, Marketing and Communications, Leisure Centres, Youth Services.
<b>3.2 Make City publications accessible to people of all abilities.</b>	<b>3.2.1</b> Review and update the City's <i>Guidelines for accessibility of printed material</i> .	<i>Guidelines for accessibility of published material</i> are reviewed and updated.	✓			Community Development and Marketing and Communications.

Strategy	Actions	Performance measure	2021/22	2022/23	2023/24	Responsible area
		<i>Guidelines for accessibility of printed and digital material</i> are included in current marketing guidelines and process.		✓	✓	Marketing and Communications.
	<b>3.2.2</b> City publications are designed in line with the City's <i>Guidelines for accessibility of printed material</i> .	90% of marketing material produced by or for the City meets the City's <i>Guidelines for accessibility of printed material</i> .	✓	✓	✓	Marketing and Communications supported by all City business units.
	<b>3.2.3</b> Ensure the statement 'Available in alternative formats and languages upon request' is printed on City publications.	95% of City publications listed in <i>Guidelines for accessibility of printed material</i> state 'Available in alternative formats and languages upon request' in a minimum 11-point font.	✓	✓	✓	Marketing and Communications.

Strategy	Actions	Performance measure	2021/22	2022/23	2023/24	Responsible area
<b>3.3 Improve community awareness of the accessibility of City of Joondalup services and events.</b>	<b>3.3.1</b> Produce a publication or marketing campaign for staff and the community which outlines the City's accessible services and events.	<i>Accessible and Inclusive Communities for Everyone</i> brochure is reviewed.  Recommendations for review of <i>Accessible and Inclusive Communities for Everyone</i> brochure are implemented.	✓			Community Development supported by Marketing and Communications.  Community Development and Customer Service supported by Marketing and Communications.

Outcome 4: All community members will receive the same level and quality of service from the staff of the City of Joondalup.

Strategy	Actions	Performance measure	2021/22	2022/23	2023/24	Responsible area
<b>4.1 Improve and sustain staff and Elected Member awareness of access and inclusion issues and improve skills to provide a good service to people of all abilities.</b>	<b>4.1.1</b> Staff to attend mandatory training on Access and Inclusion.	All employees participate in Access and Inclusion Training at least once over the three-year life of this Plan.	✓	✓	✓	Human Resources supported by Community Development.
	<b>4.1.2</b> Provide training for Elected Members on Access and Inclusion	All Elected Members are offered Access and Inclusion training as part of their induction process.	✓		✓	Governance supported by Community Development.

**Outcome 5:** All community members will have the same opportunities to provide feedback and lodge complaints to the City of Joondalup.

Strategy	Actions	Performance measure	2021/22	2022/23	2023/24	Responsible area
<b>5.1 Ensure that current grievance mechanisms and satisfaction survey forms are accessible to people of all abilities.</b>	<b>5.1.1</b> Ensure a variety of ways are available for customers to lodge a compliment or complaint with the City.	100% of requests for an alternative method to lodge a compliment or complaint are met.	✓	✓	✓	All City business units supported by Customer Service.

**Outcome 6:** Community consultation processes and tools will be designed to be accessible and inclusive

Strategy	Actions	Performance measure	2021/22	2022/23	2023/24	Responsible area
<b>6.1 Improve community awareness about consultation processes in place.</b>	<b>6.1.1</b> Provide alternative engagement feedback methods when appropriate.	As part of the engagement processes feedback methods will include consideration for those experiencing disabilities and/or social isolation.	✓	✓	✓	All City business units supported by Strategic and Organisational Development.

**Outcome 7:** All community members have equal employment opportunities at the City of Joondalup.

Strategy	Actions	Performance measure	2021/22	2022/23	2023/24	Responsible area
<b>7.1 Review recruitment policies and practices.</b>	<b>7.1.1</b> Develop and implement guidelines which facilitate greater interview opportunities for people with disability, people from CaLD backgrounds and Aboriginal and Torres Strait Islander people.	Guidelines are developed and implemented relating to recruitment practices for interviewing diverse candidates.	✓	✓	✓	Human Resources and Business Unit Managers.
	<b>7.1.2</b> Develop a recruitment Diversity Statement that reflects the City's commitment to workplace diversity.	100% of vacancies advertised to include the Diversity Statement.	✓	✓	✓	Executive Leadership Team supported by Human Resources.

Strategy	Actions	Performance measure	2021/22	2022/23	2023/24	Responsible area
	<b>7.1.3</b> Distribute eligible vacancies through Jobs and Skills WA and target specialist employment service providers, networks, and social media to attract diverse candidates.	100% of eligible vacancies are advertised through non-mainstream avenues.	✓	✓	✓	Human Resources.
	<b>7.1.4</b> Seek opportunity to implement section 66S and 66R of the <i>Equal Opportunity Act</i> 1984 to increase the representation of people with disability.	Application of section 66S or 66R for at least one vacancy per year.	✓	✓	✓	Human Resources and all business units.
<b>7.2</b> <b>Provide employment pathways.</b>	<b>7.2.1</b> Identify entry level pathways and opportunities for the establishment of apprenticeships, traineeships and cadetships.	Creation of at least one entry level pathway role each year.	✓	✓	✓	All business units supported by Human Resources.

Strategy	Actions	Performance measure	2021/22	2022/23	2023/24	Responsible area
	<p><b>7.2.2</b> Expand the application of the work placement program and identify additional areas to support diversity group placements.</p>	<p>Provide work experience and/or employment opportunities for a minimum of 12 people with barriers to employment annually.</p>	✓	✓	✓	<p>Human Resources and Business Unit Managers.</p>
<p><b>7.3 Increase collaborations and partnerships.</b></p>	<p><b>7.3.1</b> Develop partnership opportunities with employment agencies and organisations to facilitate employment opportunities for diverse candidates.</p>	<p>Establishment of a partnership with one service provider annually to facilitate employment opportunities for diverse candidates.</p>	✓	✓	✓	<p>Human Resources supported by Community Development.</p>



**Outcome 8:** The City of Joondalup will provide opportunities and advocate for an increase in inclusion.

Strategy	Actions	Performance measure	2021/22	2022/23	2023/24	Responsible area
<b>8.1 Investigate and implement ways of encouraging and supporting access and inclusion in the community.</b>	<b>8.1.1</b> City officers to play an advocacy role in relation to access and inclusion issues for individual community members, and on matters of broader community impact.	Access and inclusion issues brought to the City's attention are investigated and responded to with advocacy, referral or support.	✓	✓	✓	Community Development supported by relevant business units.
	<b>8.1.2</b> People with lived experience are given the opportunity to collaborate directly with the City on matters of access and inclusion.	Investigate the establishment of an Inclusion Working Group which may include City officers, local service providers and community members with lived experience.  Meetings are held by City officers with local service providers and community members to consult on matters of access	✓	✓	✓	Community Development.

Strategy	Actions	Performance measure	2021/22	2022/23	2023/24	Responsible area
		and inclusion as required.				
	<p><b>8.1.3</b> Undertake an advocacy role with the Public Transport Authority in relation to accessibility of transport infrastructure in the City.</p> <p>Advocate for the installation of shelters, seating, and lighting at bus stops at locations of identified need.</p>	<p>City officers advocate to the Public Transport Authority when issues regarding the accessibility of Public Transport Authority infrastructure in the City are raised by the public.</p> <p>Advocacy for the installation of shelters, seating, and lighting at bus stops at locations of identified need is undertaken.</p>	<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>	<p>Infrastructure Management Services supported by Community Development.</p> <p>Infrastructure Management Services supported by Community Development.</p>

Strategy	Actions	Performance measure	2021/22	2022/23	2023/24	Responsible area
	8.1.4 Review the <i>Disposal of Minor Assets</i> policy to support donating minor surplus assets to community groups and organisations that support people with barriers to participation.	<i>Disposal of Minor Assets</i> policy is reviewed and updated to reflect donating minor surplus assets to community groups and organisations that support people with barriers to participation.	✓	✓	✓	Community Development.

## **4.0 Implementation**

The implementation plan, as detailed in this document, has specific strategies, actions, performance indicators, timeframes and responsibility areas that will be in place for the life of the Plan.

The implementation plan may be amended upon annual review, by adding new action items as they are identified at each annual review or amending or removing actions that have been completed or were not successful in enhancing access and inclusion. All items will be listed for consideration in the relevant budget cycle but are not guaranteed to be funded.

This document will inform specific actions to ensure all practicable measures are taken by City officers, agents, and contractors to adhere to the City of Joondalup Access and Inclusion Plan 2021/22 – 2023/24. The City will provide a progress report annually to the Department of Communities on the progress of all listed strategies and actions including those that are removed or amended.

## 5.0 Reference List

- 1) Schleien, Stuart J., Green, Frederick P. and Stone F., 2013, "Making friends within inclusive community recreation programs" *American Journal of Recreation Therapy*, 2(1): 7-16.
- 2) Downs, Peter, 2013, *Play by the Rules*.
- 3) Australian Institute of Health and Welfare, 2019 *People with Disability in Australia report*.



# COMMUNITY CONSULTATION OUTCOMES REPORT

Access and Inclusion 2021

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# OVERVIEW

The community was invited to provide feedback from 4 February 2021 to 3 March 2021 on how well the City is currently addressing access and inclusion concerns, and what improvements still need to be made. The City was specifically seeking feedback from people with disability, people from culturally and linguistically diverse backgrounds, as well as people who volunteer and work in those sectors. Feedback was sought by way of an Online Survey Form and a series of 3 online and in-person focus groups.

There were a total of 151 consultation participants across the survey and focus groups. This included 141 valid responses to the survey and 13 focus group attendees across the 3 focus group sessions. A total of 71 participants identified themselves as one or more of the following:

- Person with disability
- Carer, family member or friend of a person with disability
- Employee of a disability organisation
- Volunteer with a disability organisation
- Person from a CaLD background
- Carer, family member or friend of a person from a CaLD background
- Employee of a CaLD support organisation
- Volunteer with a CaLD support organisation.

Online Survey Forms were primarily distributed to stakeholders via email or through existing networks. Focus group participants were drawn solely from existing networks to ensure stakeholders were appropriately targeted. Each focus group session was facilitated by a member of the City's Community Development and Library Services team. Due to the COVID-19 coronavirus lockdown, the first 2 focus groups were held online via Zoom, with the third and final focus group held in-person at Currambine Community Centre, Currambine. The facilitator stepped through a series of questions and the responses were scribed live on-screen. Verbatim responses were then voted on by participants and summarised post-session.

Overall, participants were relatively positive about the City's current approach to access and inclusion issues. For example, in regard to events, the majority of survey respondents "agreed" or "strongly agreed" that accessibility information was easy to find, event signage was easy to understand, event layouts allowed for easy access, accessible toilets were available and easy to access, and that they felt included in the event. Similarly, positive feedback was received in regard to accessing City services, interacting with City staff, and applying for employment and volunteering positions. Notwithstanding, it should be noted that views and opinions around access and inclusion which differ from the majority are more likely to come from individuals who have a lived experience of disability or are from a CaLD background. As such, the overall survey outcomes contained within this report will be reviewed in conjunction with relevant cross-tabulations and drill-downs to smaller subsets of the survey data.

Focus group participants identified a number of specific issues related to access and inclusion, including various physical and social barriers. Common themes from the focus groups can be grouped under the following:

- Major improvements to facilities (e.g. capital works refurbishments, accessibility Infrastructure)
- Minor improvements to facilities (e.g. door widths, surfaces, automatic doors, lighting)
- Improvements to outdoor venues (e.g. beaches, parks, footpaths, signage, equipment, ACROD parking)
- Improvements to City processes and services (e.g. staff training, more/improved services)
- Improvements to community engagement and consultation
- Awareness-raising and advocacy with external stakeholders
- New City programs, materials and events.



# STAKEHOLDERS

A total of 3,246 stakeholders were directly engaged by the City for the survey, which comprised Community Engagement Network members. In addition, the City requested a number external stakeholders promote the consultation to their members and networks. This included invitations to complete the survey as well as invitations to participate in a focus group:

- Disability and seniors' service/support organisations = 467
- Schools (education support centres) = 5
  - Belridge Secondary Education Support Centre
  - West Coast Secondary Education Support Centre
  - Beldon Education Support Centre
  - Creaney Education Support Centre
  - Joondalup Education Support Centre
- Resident/ratepayer groups = 19
  - Beldon Residents Association Inc
  - Burns Beach Residents Association Inc
  - Connolly Residents Association
  - Craigie Resident and Community Association
  - Currambine Residents Association Inc
  - Edgewater Community Residents' Association
  - Harbour Rise Home Owners Association
  - Heathridge Residents' Association
  - Hepburn Heights Landowner's Association
  - Iluka Homeowners Association
  - Kallaroo Residents Association
  - Kingsley & Greenwood Residents Association
  - Kinross Residents Association
  - Marmion, Sorrento, Duncraig Progress and Ratepayers Association
  - North Shore Country Club and Residents Association
  - Padbury Residents' Association Inc
  - Warwick Residents Group
  - Whitford Community, Ratepayers & Recreation Association Inc
  - Woodvale Waters Landowners Association

Additional stakeholders, including interested residents and ratepayers, were also indirectly engaged by the City via the consultation materials described below.

# CONSULTATION MATERIALS

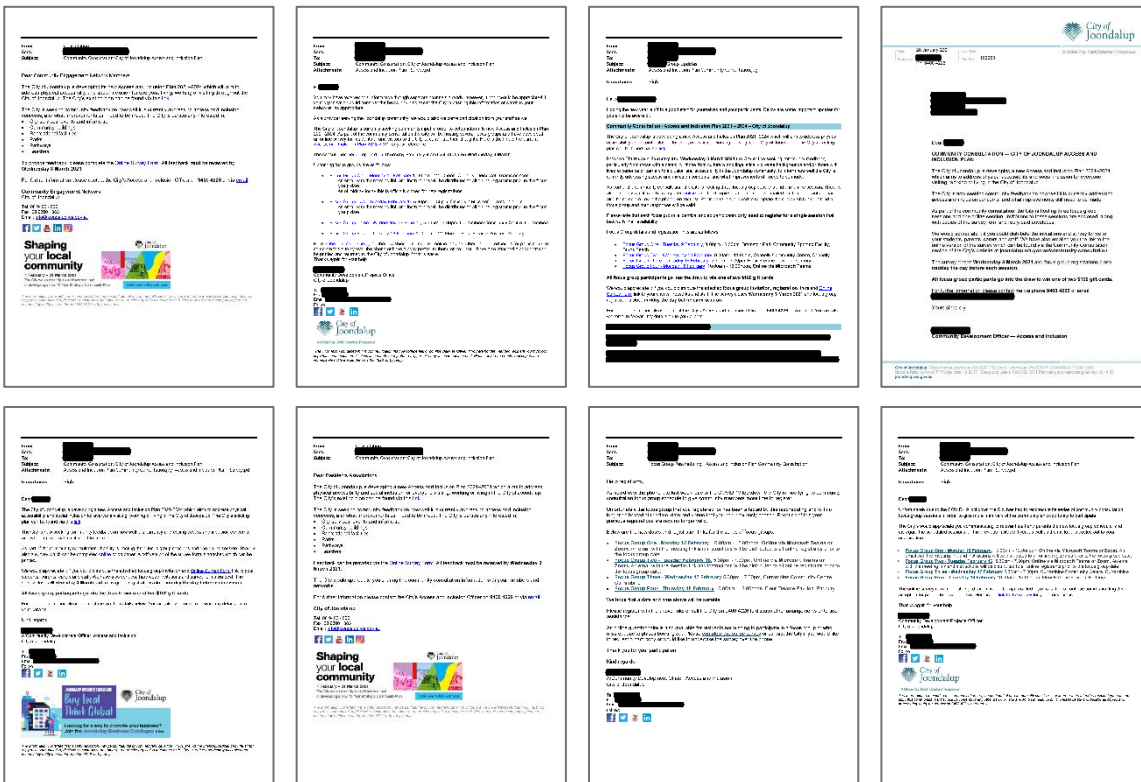
Community Engagement Network members and resident/ratepayer groups were sent emails on 4 February 2021 advising them of the consultation and linking them to the City's website to view the existing Access and Inclusion Plan 2021–2024 and complete the Online Comment Form.

Disability and seniors' services/support organisations were sent emails between 25 January and 4 February 2021 advising them of the consultation, linking them to the City's website to view the existing Access and Inclusion Plan 2021–2024 and complete the Online Comment Form, and inviting them to attend 1 of 4 focus group sessions. The emails also included an electronic flyer invitation. These stakeholders were encouraged to distribute the consultation information to their clients and staff.

Local schools (education support centres) were sent letters and emails on 28 January 2021 advising them of the consultation, linking them or directing them to the City's website to view the existing Access and Inclusion Plan 2021–2024 and complete the Online Comment Form, and inviting them to attend 1 of 4 focus group sessions. The letters included A5 flyer invitations, and the emails included electronic flyer invitations. These stakeholders were encouraged to distribute the consultation information to their students, parents, carers and staff.

Focus group registrants and schools were sent a further email on 8 February advising them that the focus groups were to be rescheduled due to lockdowns resulting from COVID-19 coronavirus restrictions. These stakeholders were also contacted by telephone.

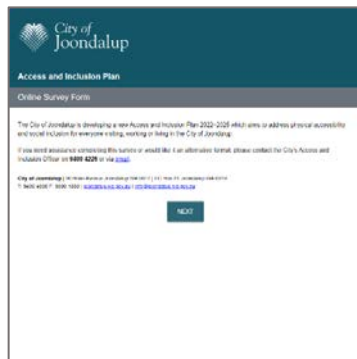
## Email to Community Engagement Network members, emails to disability and seniors' service/support organisations, letter and email to schools, email to resident/ratepayer groups, and emails noting rescheduling of focus groups (see Appendix 1–8 for full):



**Hard-copy and electronic flyer (see Appendix 9 for full):**



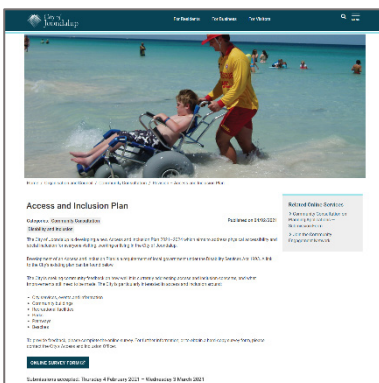
**Hard-copy survey form, online survey form and focus group presentation/agenda (see Appendix 10–12 for full):**



In addition to directly contacting identified stakeholders via post and email, the City advertised the consultation to other community members via the following means:

- Webpage linked through the “Community Consultation” section of the City’s website visible from 4 February 2021 to 3 March 2021.
- Item published in the Joondalup Voice insert of the *Joondalup Times* community newspaper on 4 February 2021, available online and emailed to subscribers of the Joondalup Voice eNewsletter on 3 February 2021.
- E-screen displays visible on the e-screens located at the City’s customer service centres, libraries and Craigie Leisure Centre from 4 February 2021 to 3 March 2021.
- Poster erected at the City’s libraries, Craigie Leisure Centre and at various community facilities from 4 February 2021 to 3 March 2021.
- Facebook post published through the City’s Facebook account on 11 February 2021.
- Twitter post published through the City’s Twitter account on 11 February 2021.

**Community Consultation webpage on the City’s website (see Appendix 13 for full):**



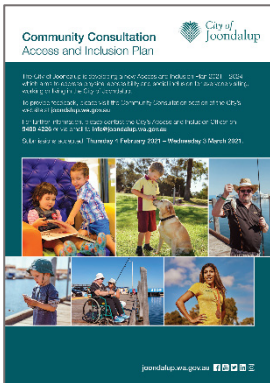
**Joondalup Voice item (community newspaper and eNewsletter) (see Appendix 14–15 for full):**



**E-screen display (see Appendix 16 for full):**



**Poster (see Appendix 17 for full):**



**Facebook and Twitter posts (see Appendix 18–19 for full):**



# PARTICIPATION

There were a total of 151 consultation participants across the survey and focus groups. This included 141 valid responses to the survey and 13 focus group attendees across the 3 focus group sessions. (Note that the focus group session scheduled for 18 February 2021 was cancelled.) Survey responses that were considered valid include all those which contained contact details enabling identification and were submitted within the advertised 28-day timeframe. This data is shown in the table below.

<b>Participants by consultation method:</b>	<b>N*</b>
<b>Survey</b>	141
<b>Focus group 1, 15 February 2021 (online via Zoom)</b>	6
<b>Focus group 2, 16 February 2021 (online via Zoom)</b>	2
<b>Focus group 3, 17 February 2021 (Currambine Community Centre)</b>	5
<b>Total participants</b>	151

\*Numbers may not add up to total as participants may have taken part in both the survey and a focus group.

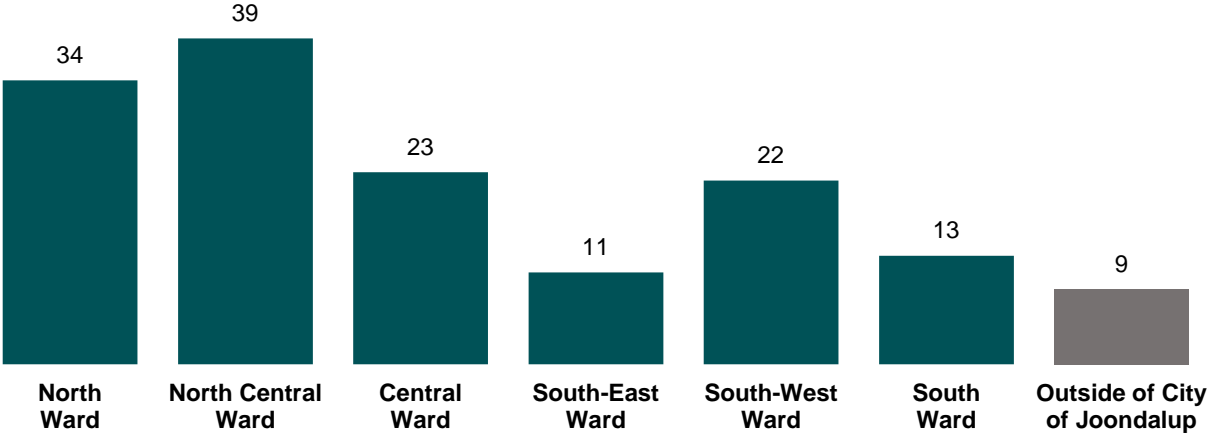
# DEMOGRAPHICS

## Participant address

Participants were asked to provide their suburb and just under 95% reside in suburbs located within the City of Joondalup (142), particularly suburbs located within the North Central Ward (39), and the North Ward (34). A total of 9 participants reside in suburbs located outside of the City of Joondalup. This data is shown in the table and chart below.

<b>Participants by suburb and ward:</b>	<b>N</b>	<b>%</b>
<b>City of Joondalup</b>	<b>142</b>	<b>94.0%</b>
<b>North Ward</b>	<b>34</b>	<b>22.5%</b>
Burns Beach	3	2.0%
Currambine	4	2.6%
Iluka	4	2.6%
Joondalup	15	9.9%
Kinross	8	5.3%
<b>North Central Ward</b>	<b>39</b>	<b>25.8%</b>
Connolly	1	0.7%
Edgewater	6	4.0%
Heathridge	8	5.3%
Mullaloo	16	10.6%
Ocean Reef	8	5.3%
<b>Central Ward</b>	<b>23</b>	<b>15.2%</b>
Beldon	2	1.3%
Craigie	6	4.0%
Kallaroo	6	4.0%
Woodvale	9	6.0%
<b>South-East Ward</b>	<b>11</b>	<b>7.3%</b>
Greenwood	6	4.0%
Kingsley	5	3.3%
<b>South-West Ward</b>	<b>22</b>	<b>14.6%</b>
Hillarys	12	7.9%
Padbury	5	3.3%
Sorrento	5	3.3%
<b>South Ward</b>	<b>13</b>	<b>8.6%</b>
Duncraig	8	5.3%
Marmion	1	0.7%
Warwick	4	2.6%
<b>Outside of City of Joondalup</b>	<b>9</b>	<b>6.0%</b>
<b>Total participants</b>	<b>151</b>	<b>100.0%</b>

**Participants by ward:**



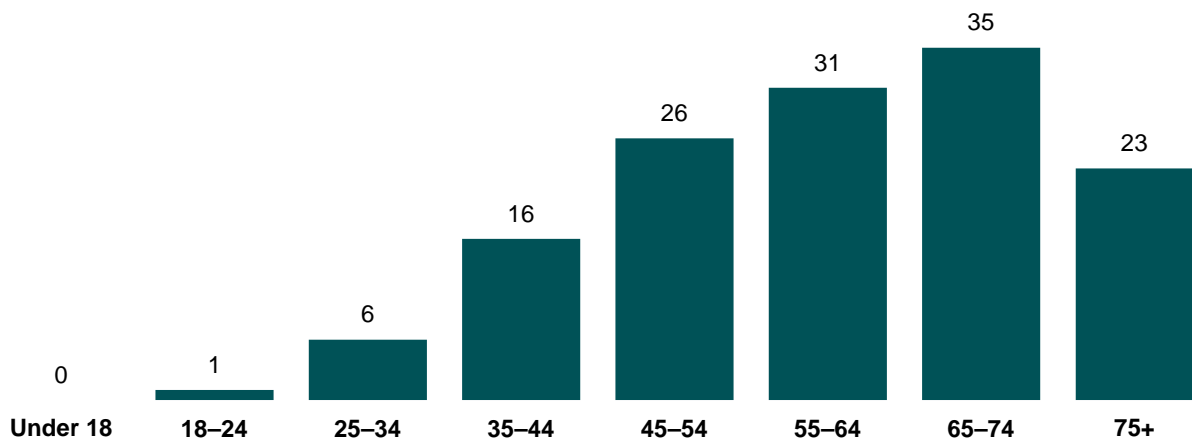


## Participant age (survey only)

Respondents were asked to provide their age and over 60% are aged 55+ years (89), with approximately 40% aged 65+ years (58). Few respondents are aged under 35 years (23). This data is shown in the table and chart below.

<b>Participants by age:</b>	<b>N</b>	<b>%</b>
<b>Under 18 years</b>	0	0.0%
<b>18–24 years</b>	1	0.7%
<b>25–34 years</b>	6	4.3%
<b>35–44 years</b>	16	11.3%
<b>45–54 years</b>	26	18.4%
<b>55–64 years</b>	31	22.0%
<b>65–74 years</b>	35	24.8%
<b>75+ years</b>	23	16.3%
<b>No response</b>	2	1.4%
<b>Total survey responses</b>	<b>141</b>	<b>100.0%</b>

### Participants by age:





## Participant relationship to access and inclusion planning (survey only)

Survey respondents were asked to select which of the following best describes them:

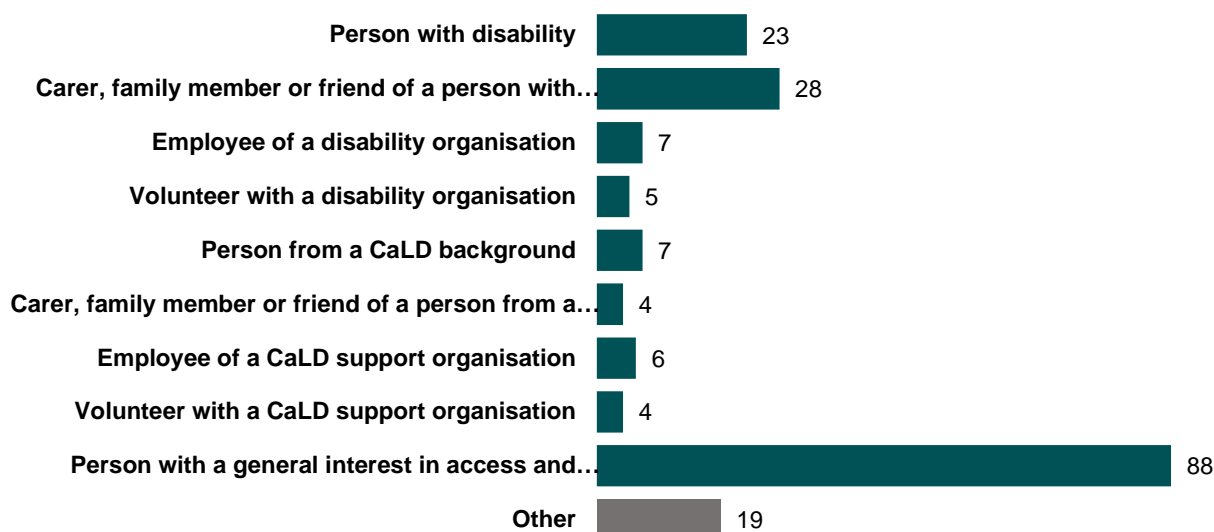
- Person with disability
- Carer, family member or friend of a person with disability
- Employee of a disability organisation
- Volunteer with a disability organisation
- Person from a CaLD background
- Carer, family member or friend of a person from a CaLD background
- Employee of a CaLD support organisation
- Volunteer with a CaLD support organisation
- Person with a general interest in access and inclusion issues
- Other

A total of 23 survey respondents identified themselves as a person with disability, and 7 survey respondents identified themselves as a person from a culturally and linguistically diverse (CaLD) background. The majority of survey respondents identified themselves as a person with a general interest in access and inclusion issues. A total of 19 survey respondents selected “other”, and these respondents described themselves as being a senior, employee/volunteer of a senior support organisation, or a “normal person”. This data is shown in the table and chart below.

Which of the following best describes you?	N*	%
Person with disability	23	16.3%
Carer, family member or friend of a person with disability	28	19.9%
Employee of a disability organisation	7	5.0%
Volunteer with a disability organisation	5	3.5%
Person from a CaLD background	7	5.0%
Carer, family member or friend of a person from a CaLD background	4	2.8%
Employee of a CaLD support organisation	6	4.3%
Volunteer with a CaLD support organisation	4	2.8%
Person with a general interest in access and inclusion issues	88	62.4%
Other	19	13.5%
No response	1	0.7%
<b>Total survey responses</b>	<b>141</b>	<b>—</b>

\*Numbers may not add up to total, as respondents can select multiple options.

### Which of the following best describes you?



## Participant relationship to the City of Joondalup (survey only)

Survey respondents were asked to select which of the following applies to them:

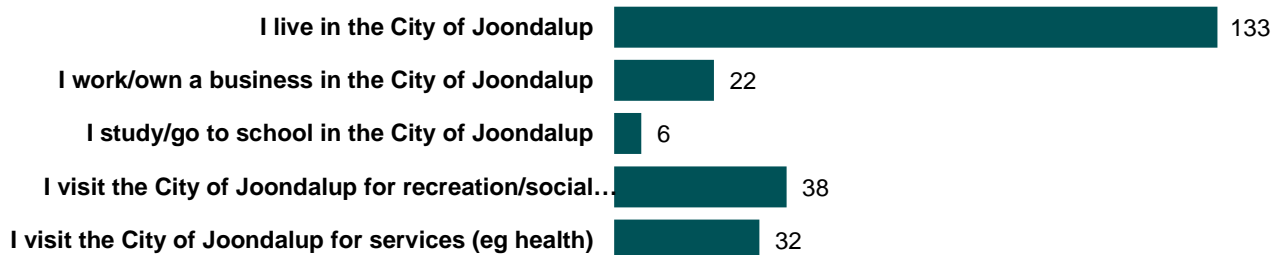
- I live in the City of Joondalup
- I work/own a business in the City of Joondalup
- I study/go to school in the City of Joondalup
- I visit the City of Joondalup for recreation/social reasons
- I visit the City of Joondalup for services (e.g. health)

Approximately 95% of respondents indicated that they live in the City of Joondalup (133). Further, a total of 38 respondents indicated that they visit the City of Joondalup for recreational/social reasons, and 32 respondents indicated that they visit the City of Joondalup for services. This data is shown in the table and chart below.

Which of the following applies to you?	N*	%
I live in the City of Joondalup	133	94.3%
I work/own a business in the City of Joondalup	22	15.6%
I study/go to school in the City of Joondalup	6	4.3%
I visit the City of Joondalup for recreation/social reasons	38	27.0%
I visit the City of Joondalup for services (e.g. health)	32	22.7%
<b>Total survey responses</b>	<b>141</b>	<b>—</b>

\*Numbers may not add up to total, as respondents can select multiple relationships.

### Which of the following applies to you?



# SURVEY FORM QUESTIONS

QUESTION: “Which City of Joondalup event(s) have you attended in the past three years?”

Survey respondents were asked to indicate which of the following City of Joondalup events they have attended in the past three years:

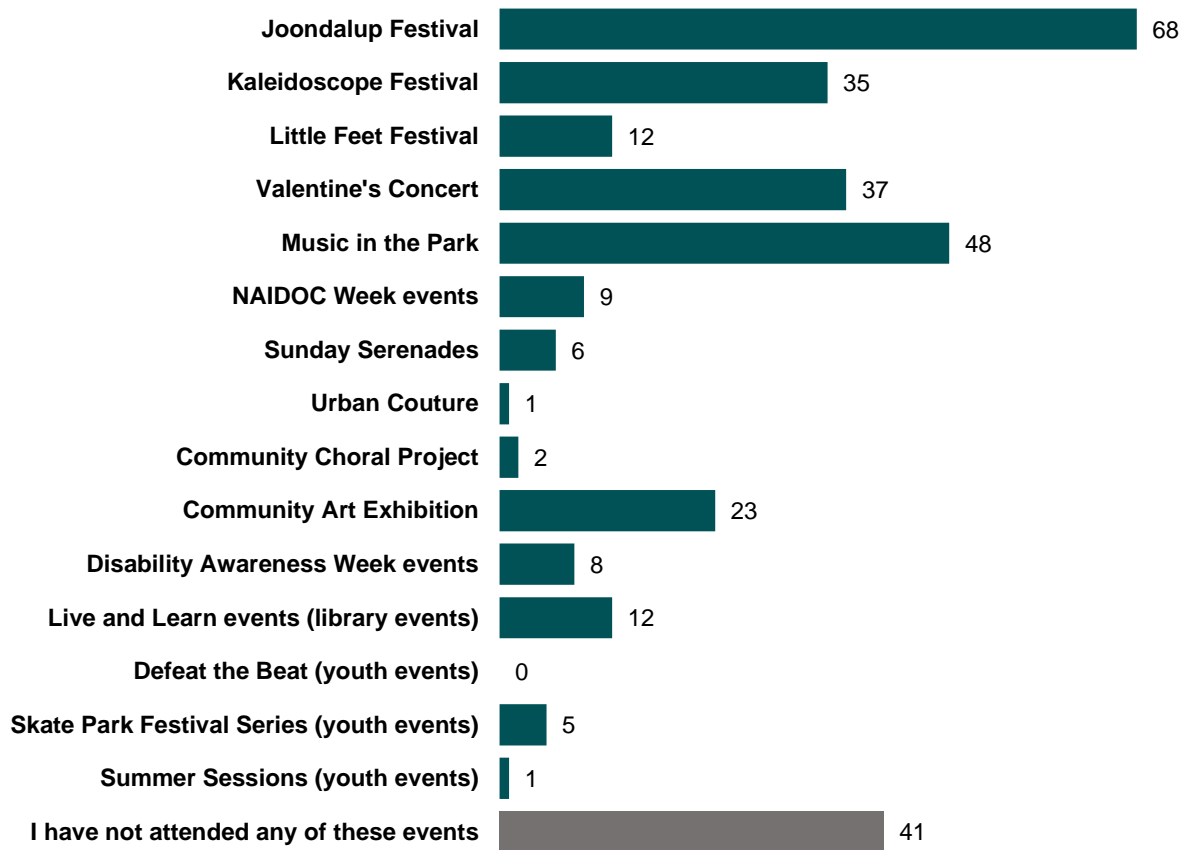
- Joondalup Festival
- Kaleidoscope Festival
- Little Feet Festival
- Valentines Concert
- Music in the Park
- NAIDOC Week events
- Sunday Serenades
- Urban Couture
- Community Choral Project
- Community Art Exhibition
- Disability Awareness Week events
- Live and Learn events (library events)
- Defeat the Beat (youth events)
- Skate Park Festival Series (youth events)
- Summer Sessions (youth events)
- I have not attended any of these events

Approximately half of respondents indicated that they have attended Joondalup Festival (68), and approximately one-third indicated that they have attended Music in the Park (48). Further, approximately one-quarter of respondents indicated that they have attended Valentine’s Concert (37) and/or Kaleidoscope Festival (35). Approximately 30% of respondents indicated that they have not attended any of the events listed (41). This data is shown in the table and chart below.

<b>Which City of Joondalup event(s) have you attended in the past three years?</b>	<b>N*</b>	<b>%</b>
<b>Joondalup Festival</b>	68	48.2%
<b>Kaleidoscope Festival</b>	35	24.8%
<b>Little Feet Festival</b>	12	8.5%
<b>Valentine’s Concert</b>	37	26.2%
<b>Music in the Park</b>	48	34.0%
<b>NAIDOC Week events</b>	9	6.4%
<b>Sunday Serenades</b>	6	4.3%
<b>Urban Couture</b>	1	0.7%
<b>Community Choral Project</b>	2	1.4%
<b>Community Art Exhibition</b>	23	16.3%
<b>Disability Awareness Week events</b>	8	5.7%
<b>Live and Learn events (library events)</b>	12	8.5%
<b>Defeat the Beat (youth events)</b>	0	0.0%
<b>Skate Park Festival Series (youth events)</b>	5	3.5%
<b>Summer Sessions (youth events)</b>	1	0.7%
<b>I have not attended any of these events</b>	41	29.1%
<b>Total survey responses</b>	<b>141</b>	<b>—</b>

\*Numbers may not add up to total, as respondents can select multiple events.

**Which City of Joondalup event(s) have you attended in the past three years?**



**QUESTION: “In relation to the event(s) you attended, how much do you agree or disagree with the following?”**

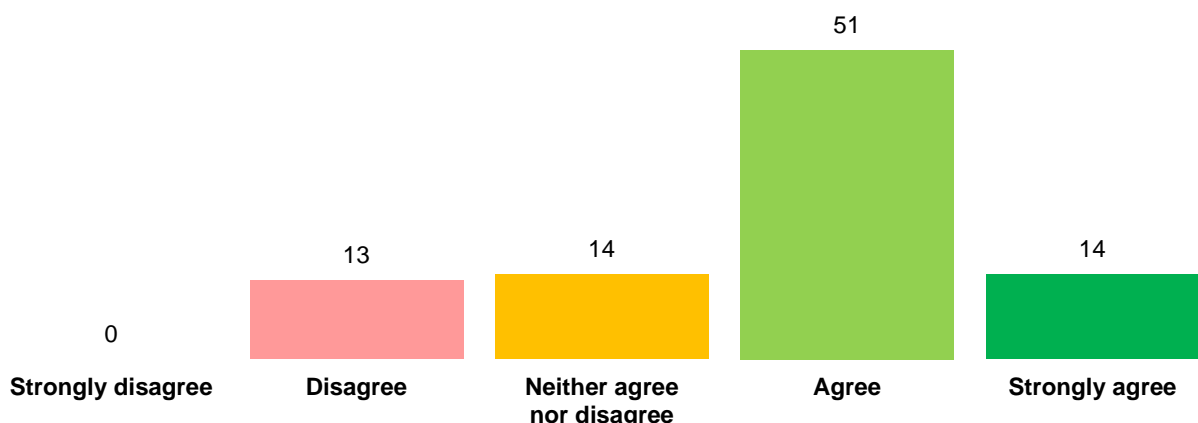
In relation to the City of Joondalup event(s) they attended, survey respondents were asked to indicate how much they agree or disagree with the following:

- Accessibility information about the event was easy to find
- Event signage was easy to read and understand
- Layout of the event allowed for easy access
- Accessible toilets were available and easy to access
- ACROD parking was available and easy to access
- I was able to participate in some of the event activities
- I felt included in the event, not separated from everyone else

Regarding accessibility of information, event signage, event layout, and being able to participate in the event, approximately three-quarters of respondents indicated that they “agree” or “strongly agree” with the statements. Regarding the availability of accessible toilets, just under 70% of respondents indicated that they “agree” or “strongly agree” with the statement. Regarding ACROD parking, just under half of respondents indicated that they “agree” or “strongly agree” with the statement. This data is shown in the tables and charts below.

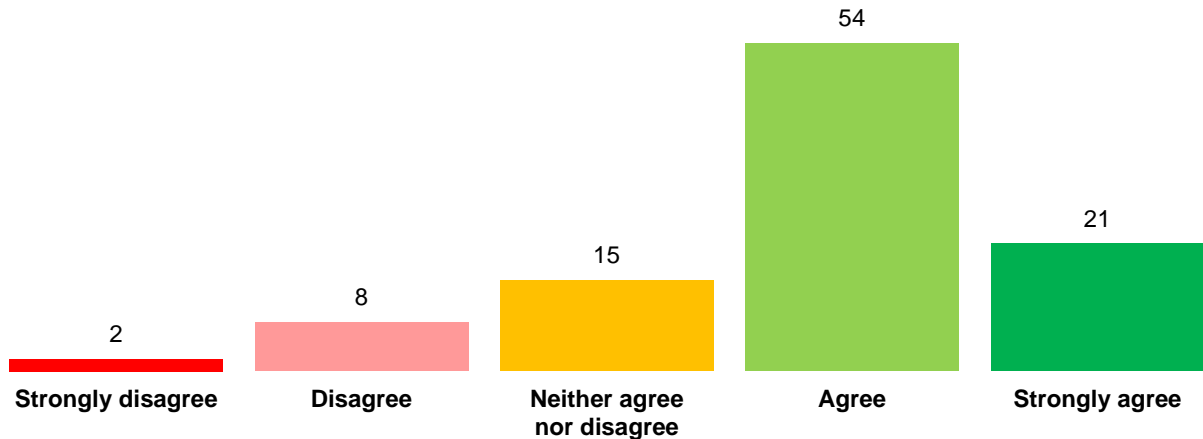
<b>Accessibility information about the event was easy to find:</b>	<b>N</b>	<b>%</b>
<b>Strongly disagree</b>	0	0.0%
<b>Disagree</b>	13	14.1%
<b>Neither agree nor disagree</b>	14	15.2%
<b>Agree</b>	51	55.4%
<b>Strongly agree</b>	14	15.2%
<b>Not applicable/no response</b>	49	—
<b>Total (applicable) survey responses</b>	<b>92</b>	<b>100.0%</b>
<b>Total survey responses</b>	<b>141</b>	—

**Accessibility information about the event was easy to find:**



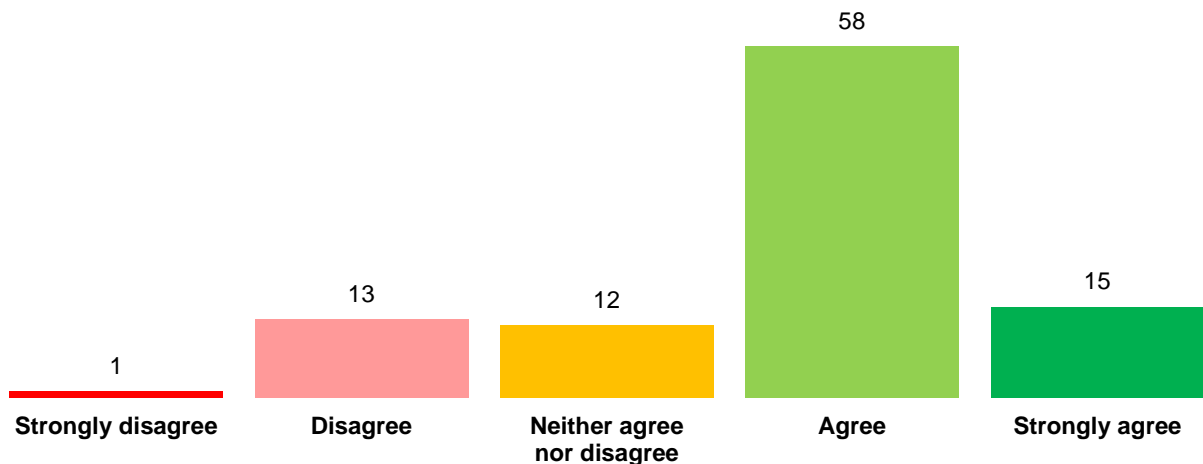
<b>Event signage was easy to read and understand:</b>	<b>N</b>	<b>%</b>
Strongly disagree	2	2.0%
Disagree	8	8.0%
Neither agree nor disagree	15	15.0%
Agree	54	54.0%
Strongly agree	21	21.0%
<i>Not applicable/no response</i>	41	—
<b>Total (applicable) survey responses</b>	<b>100</b>	<b>100.0%</b>
<b>Total survey responses</b>	<b>141</b>	<b>—</b>

Event signage was easy to read and understand:



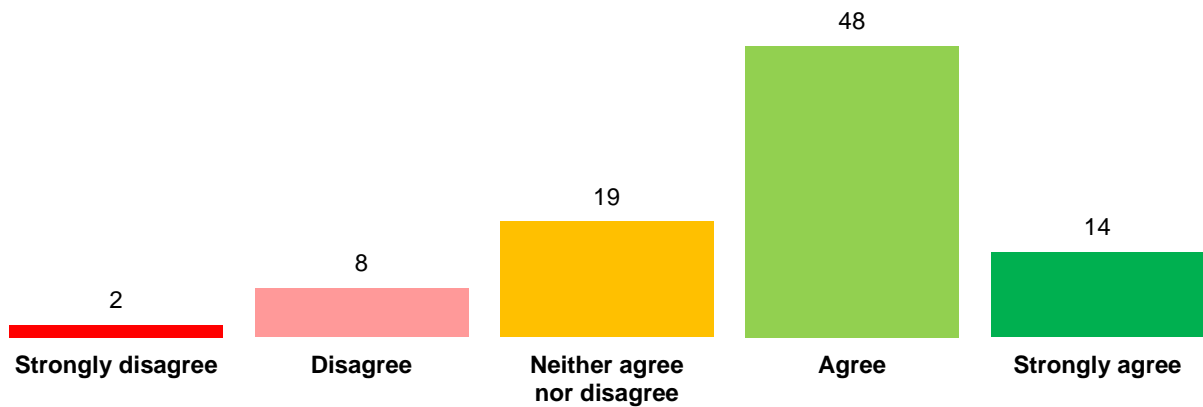
<b>Layout of the event allowed for easy access:</b>	<b>N</b>	<b>%</b>
Strongly disagree	1	1.0%
Disagree	13	13.1%
Neither agree nor disagree	12	12.1%
Agree	58	58.6%
Strongly agree	15	15.2%
<i>Not applicable/no response</i>	42	—
<b>Total (applicable) survey responses</b>	<b>99</b>	<b>100.0%</b>
<b>Total survey responses</b>	<b>141</b>	<b>—</b>

Layout of the event allowed for easy access:



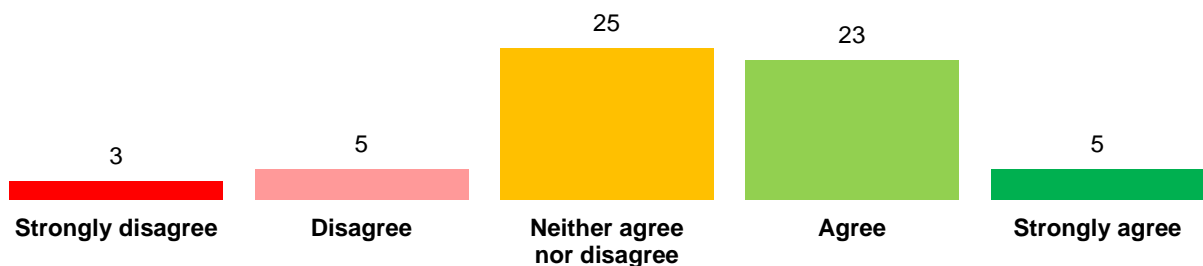
<b>Accessible toilets were available and easy to access:</b>	<b>N</b>	<b>%</b>
Strongly disagree	2	2.2%
Disagree	8	8.8%
Neither agree nor disagree	19	20.9%
Agree	48	52.7%
Strongly agree	14	15.4%
<i>Not applicable/no response</i>	50	—
<b>Total (applicable) survey responses</b>	<b>91</b>	<b>100.0%</b>
<b>Total survey responses</b>	<b>141</b>	<b>—</b>

Accessible toilets were available and easy to access:



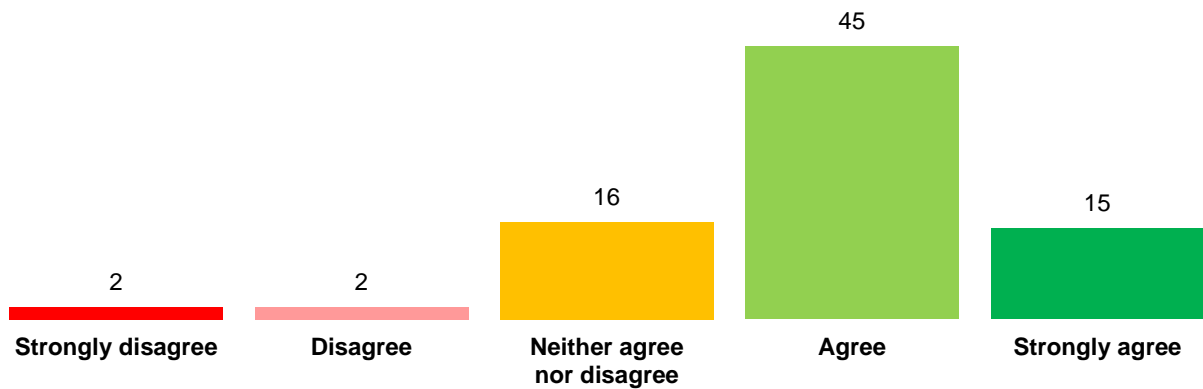
<b>ACROD parking was available and easy to access:</b>	<b>N</b>	<b>%</b>
Strongly disagree	3	4.9%
Disagree	5	8.2%
Neither agree nor disagree	25	41.0%
Agree	23	37.7%
Strongly agree	5	8.2%
<i>Not applicable/no response</i>	80	—
<b>Total (applicable) survey responses</b>	<b>61</b>	<b>100.0%</b>
<b>Total survey responses</b>	<b>141</b>	<b>—</b>

ACROD parking was available and easy to access:



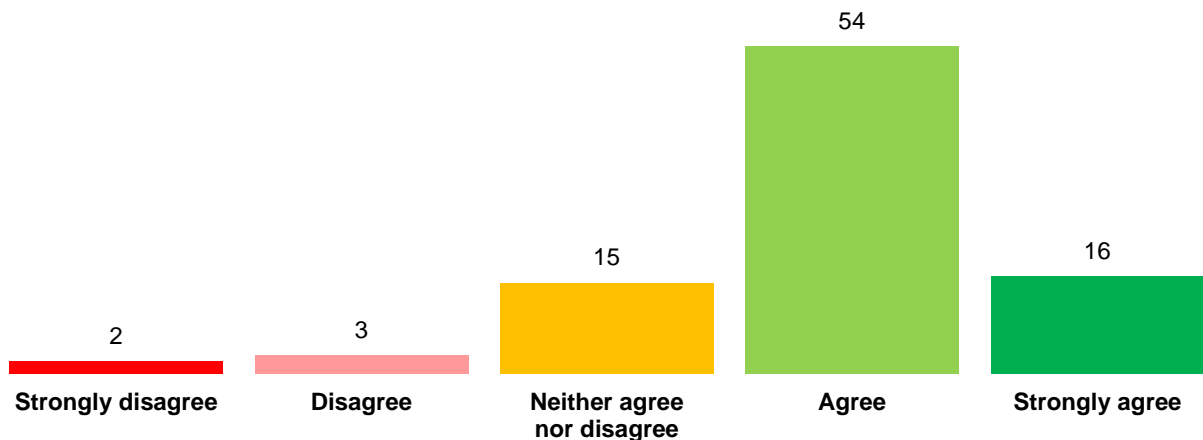
<b>I was able to participate in some of the event activities:</b>	<b>N</b>	<b>%</b>
Strongly disagree	2	2.5%
Disagree	2	2.5%
Neither agree nor disagree	16	20.0%
Agree	45	56.3%
Strongly agree	15	18.8%
<i>Not applicable/no response</i>	61	—
<b>Total (applicable) survey responses</b>	<b>80</b>	<b>100.0%</b>
<b>Total survey responses</b>	<b>141</b>	<b>—</b>

I was able to participate in some of the event activities:



<b>I felt included in the event, not separated from everyone else:</b>	<b>N</b>	<b>%</b>
Strongly disagree	2	2.2%
Disagree	3	3.3%
Neither agree nor disagree	15	16.7%
Agree	54	60.0%
Strongly agree	16	17.8%
<i>Not applicable/no response</i>	51	—
<b>Total (applicable) survey responses</b>	<b>90</b>	<b>100.0%</b>
<b>Total survey responses</b>	<b>141</b>	<b>—</b>

I felt included in the event, not separated from everyone else:





**QUESTION: “Which City of Joondalup services have you utilised in the past three years?”**

Survey respondents were asked to indicate which of the following City of Joondalup services they have utilised in the past three years:

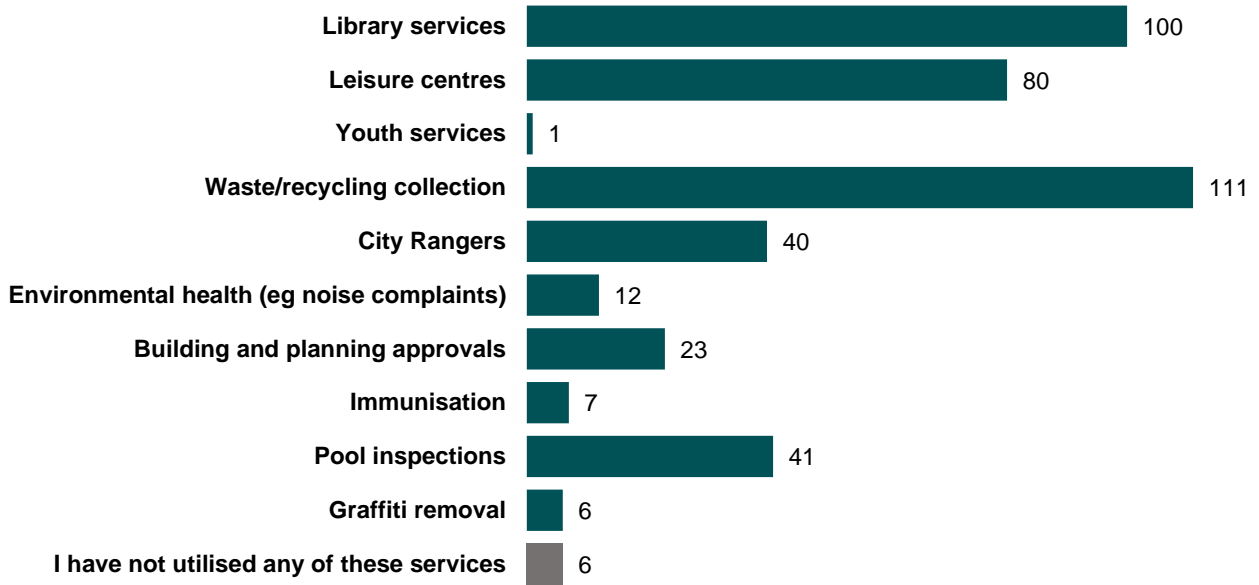
- Library services
- Leisure centres
- Youth services
- Waste/recycling collection
- City Rangers
- Environmental health (e.g. noise complaints)
- Building and planning approvals
- Immunisation
- Pool inspections
- Graffiti removal
- I have not utilised any of these services

Over 70% of respondents indicated that they have utilised waste/recycling collection (111), and library services (100). Approximately half of respondents indicated that they have used leisure centres (80). This data is shown in the table and chart below.

<b>Which City of Joondalup services have you utilised in the past three years?</b>	<b>N*</b>	<b>%</b>
<b>Library services</b>	100	70.9%
<b>Leisure centres</b>	80	56.7%
<b>Youth services</b>	1	0.7%
<b>Waste/recycling collection</b>	111	78.7%
<b>City Rangers</b>	40	28.4%
<b>Environmental health (e.g. noise complaints)</b>	12	8.5%
<b>Building and planning approvals</b>	23	16.3%
<b>Immunisation</b>	7	5.0%
<b>Pool inspections</b>	41	29.1%
<b>Graffiti removal</b>	6	4.3%
<b>I have not utilised any of these services</b>	6	4.3%
<b>Total survey responses</b>	<b>141</b>	<b>—</b>

\*Numbers may not add up to total, as respondents can select multiple options.

### Which City of Joondalup services have you utilised in the past three years?



**QUESTION: “Please describe any difficulties you had accessing these City services”**

In relation to the City of Joondalup service(s) they utilised, survey respondents were asked to describe any difficulties they had accessing these services. A total of 27 survey respondents provided comments, and the majority of these relate to either a request to expand the delivery of a service, or dissatisfaction with the level/quality of a service provided on a specific occasion. Those respondents who provided comments in relation to access and inclusion issues, described difficulties with the following:

- Width of access gates at Craigie Leisure Centre
- Width of pathways around Mawson Park
- Availability of accessible toilets when they are co-located with family change rooms
- Availability and location of ACROD parking at libraries
- Availability of seating in parks
- Disposing of heavy/bulky waste in kerbside skip bins.

All comments have been randomised and are provided verbatim at Appendix 20.

## QUESTION: “How do you access information and promotional materials from the City?”

Survey respondents were asked to indicate how they access information and promotional materials from the City out of the following options:

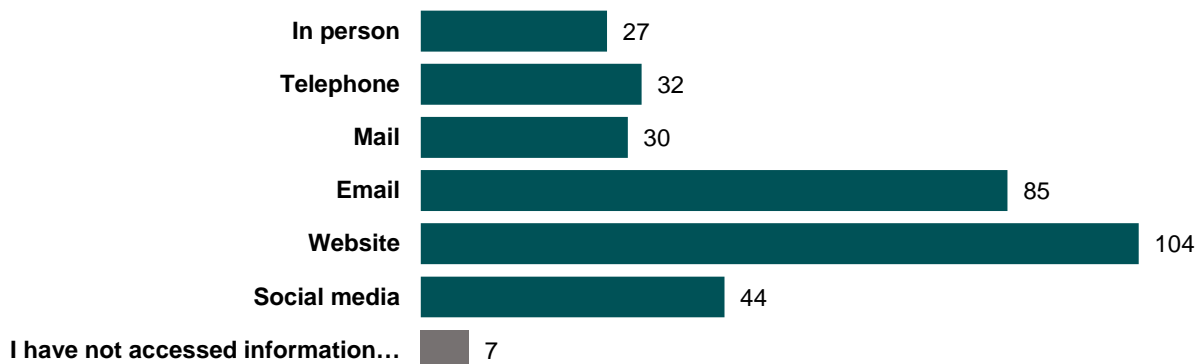
- In person
- Telephone
- Mail
- Email
- Website
- Social media
- I have not accessed information or promotional materials

Almost three-quarters of respondents indicated that they access information and promotional materials from the City via the City’s website (104). Further, approximately 60% of respondents indicated that they access information and promotional materials via email (85). This data is shown in the table and chart below.

How do you access information and promotional materials from the City?	N*	%
In person	27	19.1%
Telephone	32	22.7%
Mail	30	21.3%
Email	85	60.3%
Website	104	73.8%
Social media	44	31.2%
I have not accessed information or promotional materials	7	5.0%
<b>Total survey responses</b>	<b>141</b>	<b>—</b>

\*Numbers may not add up to total, as respondents can select multiple options.

### How do you access information and promotional materials from the City?



**QUESTION: “Please describe any difficulties you had accessing City information or promotional materials”**

In relation to City information and promotional materials, survey respondents were asked to describe any difficulties they had accessing these. A total of 12 survey respondents provided comments, these have been randomised and are provided verbatim below.

<b>Verbatim responses* — Please describe any difficulties you had accessing City information or promotional materials (N = 12)</b>
<i>Hard to find out changes in toddler and baby library services during COVID-19.</i>
<i>When booking the Valentine’s tickets, it doesn’t give a link to put an e-mail address in to get the tickets.</i>
<i>Website design is pretty mediocre. Internal searches are often useless. Like looking for facts from the ATO. It is more often than not better just to do a general Google enquiry if you want to find something</i>
<i>As per answer to Q6. Repeated: Leaflets for short courses at Duncraig Leisure Centre were not available in advance and booking was limited to time slots, and booking priority given to existing users of the particular course. Maybe fair enough, but indicates a shortage of courses at Duncraig Leisure Centre.</i>
<i>Information is hard to find about access to specific areas of the community. I also feel that a document showing access to each venue would be extremely helpful when planning community outings. I.e: a photo of the main entrance so you can see if there are bollards or ramps that need to be used. If access gates are in place, being able to see a photo of these to work out if I can get my electric wheelchair through is possible or do I need to come in my manual chair.</i>
<i>Do not always have email access. Library closed during COVID lockdown.</i>
<i>Lack of information about accessibility on notices or adverts.</i>
<i>I would like to see events advertised on social media more, i.e. radio. It is difficult for people with mobility aids to get around events when there are a lot of people. I am not sure what the solution is. I would like to see more parking for people with ACROD stickers, so they gain easy close access to events.</i>
<i>Ability to find documents, regulations, by-laws, contents within documents published on the web site.</i>
<i>Website could be easier to navigate.</i>
<i>Website is not easy to use, I think I reported some dead links.</i>
<i>Maps of events are sometimes difficult to print due to maps overlapping several pages, or maps too small and too hard to read.</i>

\* Note: Words that may identify respondents or contain offensive language have been removed and replaced with square brackets, ie [- -]. Minor alterations have been made to spelling/grammar to enhance readability.

## QUESTION: “How have you interacted with City staff in the past three years?”

Survey respondents were asked to indicate how they have interacted with City staff in the past 3 years from the following options:

- I have participated in community consultation with the City
- I have participated in an event or workshop
- I have made a complaint or request to the City
- I have provided other feedback to the City
- I have not interacted with City staff

Approximately half of respondents indicated that they have interacted with City staff by participating in a community consultation (74) and/or providing other feedback to the City (72). Just over 40% of respondents indicated that they have interacted with City staff by making a complaint or request to the City (58). This data is shown in the table and chart below.

<b>How have you interacted with City staff in the past three years?</b>	<b>N*</b>	<b>%</b>
<b>I have participated in community consultation with the City</b>	74	52.5%
<b>I have participated in an event or workshop</b>	41	29.1%
<b>I have made a complaint or request to the City</b>	58	41.1%
<b>I have provided other feedback to the City</b>	72	51.1%
<b>I have not interacted with City staff</b>	18	12.8%
<b>Total survey responses</b>	<b>141</b>	<b>—</b>

\*Numbers may not add up to total, as respondents can select multiple options.

### How have you interacted with City staff in the past three years?



**QUESTION: “In relation to your interactions with City staff, how much do you agree or disagree with the following?”**

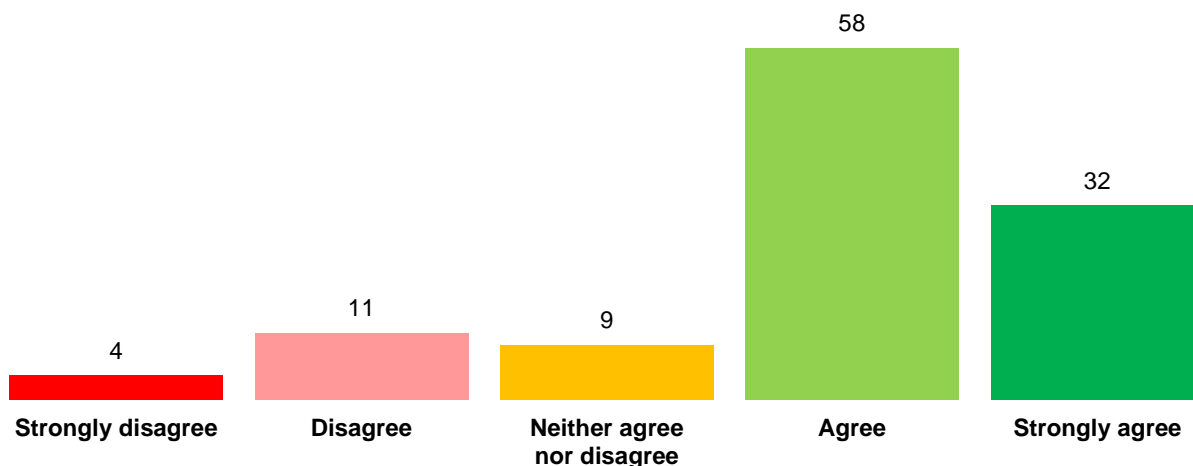
In relation to their interactions with City of Joondalup staff, survey respondents were asked to indicate how much they agree or disagree with the following:

- I feel that staff responded to my enquiry in a timely fashion
- I feel that staff were friendly and welcoming
- I feel that staff listened to and understood my feedback
- I feel that staff treated me with respect
- I feel that my individual access requirements were met

Regarding staff responding in a timely fashion, staff being friendly and welcoming, and staff treating them with respect, approximately 80% of respondents indicated that they “agree” or “strongly agree” with the statements. Regarding feeling listened to and understood, and feeling that individual requirements were met, approximately 70% of respondents indicated that they “agree” or “strongly agree” with the statements. This data is shown in the tables and charts below.

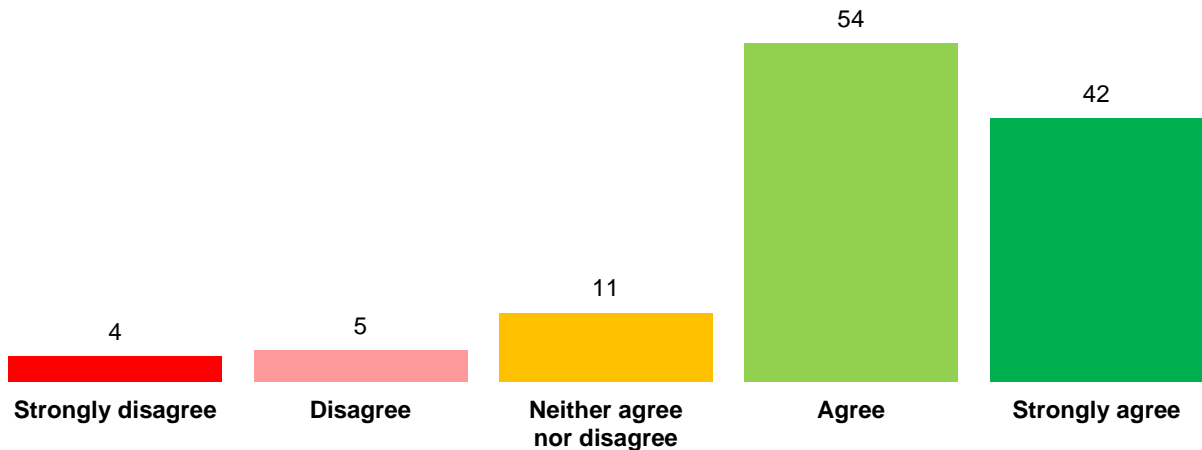
<b>I feel that staff responded to my enquiry in a timely fashion:</b>	<b>N</b>	<b>%</b>
<b>Strongly disagree</b>	4	3.5%
<b>Disagree</b>	11	9.6%
<b>Neither agree nor disagree</b>	9	7.9%
<b>Agree</b>	58	50.9%
<b>Strongly agree</b>	32	28.1%
<b>Not applicable/no response</b>	27	—
<b>Total (applicable) survey responses</b>	<b>114</b>	<b>100.0%</b>
<b>Total survey responses</b>	<b>141</b>	<b>—</b>

**I feel that staff responded to my enquiry in a timely fashion:**



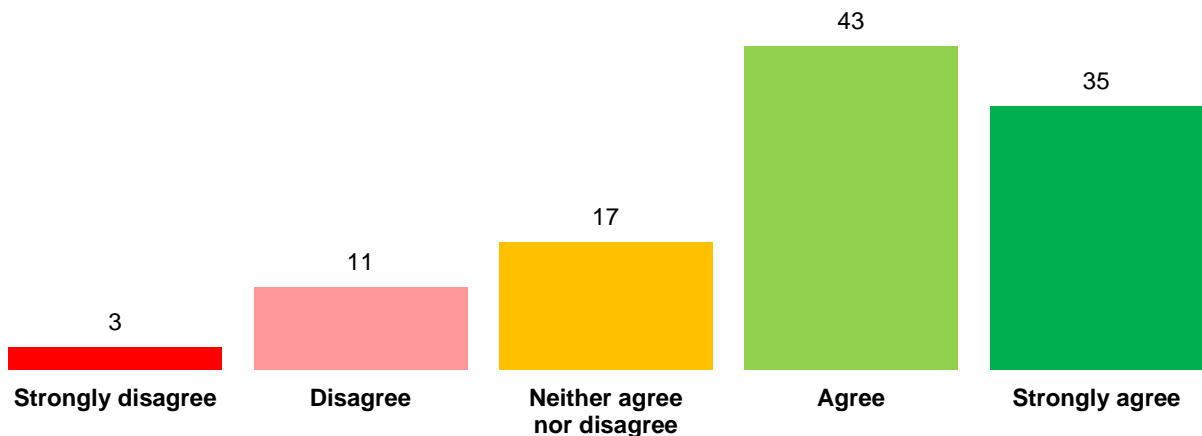
<b>I feel that staff were friendly and welcoming:</b>	<b>N</b>	<b>%</b>
Strongly disagree	4	3.4%
Disagree	5	4.3%
Neither agree nor disagree	11	9.5%
Agree	54	46.6%
Strongly agree	42	36.2%
<i>Not applicable/no response</i>	25	—
<b>Total (applicable) survey responses</b>	<b>116</b>	<b>100.0%</b>
<b>Total survey responses</b>	<b>141</b>	<b>—</b>

I feel that staff were friendly and welcoming:



<b>I feel that staff listened to and understood my feedback:</b>	<b>N</b>	<b>%</b>
Strongly disagree	3	2.8%
Disagree	11	10.1%
Neither agree nor disagree	17	15.6%
Agree	43	39.4%
Strongly agree	35	32.1%
<i>Not applicable/no response</i>	32	—
<b>Total (applicable) survey responses</b>	<b>109</b>	<b>100.0%</b>
<b>Total survey responses</b>	<b>141</b>	<b>—</b>

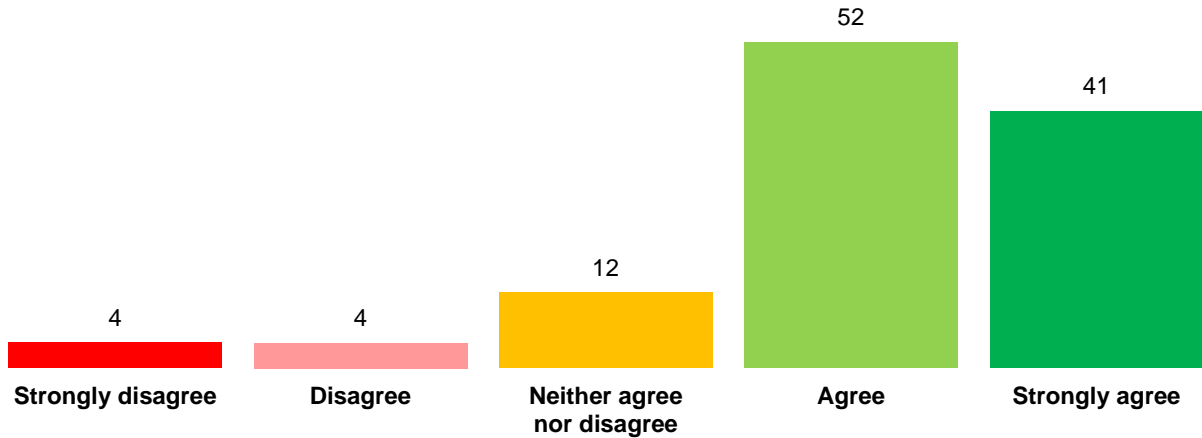
I feel that staff listened to and understood my feedback:





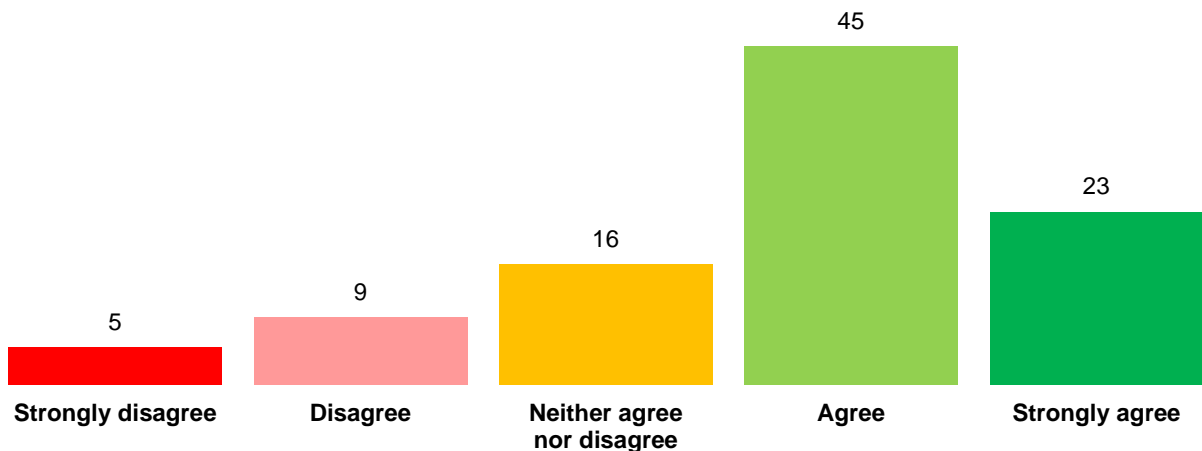
<b>I feel that staff treated me with respect:</b>	<b>N</b>	<b>%</b>
Strongly disagree	4	3.5%
Disagree	4	3.5%
Neither agree nor disagree	12	10.6%
Agree	52	46.0%
Strongly agree	41	36.3%
<i>Not applicable/no response</i>	28	—
<b>Total (applicable) survey responses</b>	<b>113</b>	<b>100.0%</b>
<b>Total survey responses</b>	<b>141</b>	<b>—</b>

I feel that staff treated me with respect:



<b>I feel that my individual access requirements were met:</b>	<b>N</b>	<b>%</b>
Strongly disagree	5	5.1%
Disagree	9	9.2%
Neither agree nor disagree	16	16.3%
Agree	45	45.9%
Strongly agree	23	23.5%
<i>Not applicable/no response</i>	43	—
<b>Total (applicable) survey responses</b>	<b>98</b>	<b>100.0%</b>
<b>Total survey responses</b>	<b>141</b>	<b>—</b>

I feel that my individual access requirements were met:



**QUESTION: “Have you applied for any of the following employment or volunteer opportunities at the City?”**

Survey respondents were asked to indicate whether they have applied for any of the following employment or volunteer opportunities at the City of Joondalup:

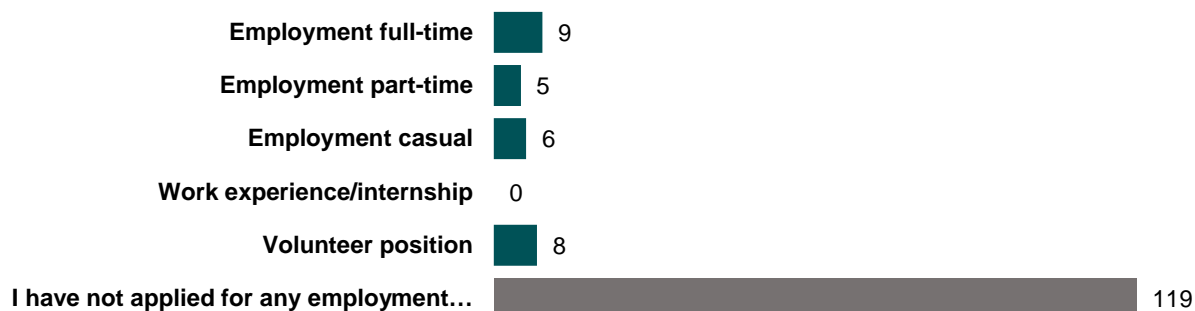
- Employment full-time
- Employment part-time
- Employment casual
- Work experience/internship
- Volunteer position
- I have not applied for any employment or volunteer opportunities

A total of 17 respondents indicated that they had applied for either a full-time, part-time, or casual employment opportunity at the City, and 2 respondents had applied for multiple opportunities. A total of 8 respondents indicated that they had applied for a volunteer position at the City. This data is shown in the table and chart below.

<b>Have you applied for any of the following employment or volunteer opportunities at the City?</b>	<b>N*</b>	<b>%</b>
<b>Employment full-time</b>	9	6.4%
<b>Employment part-time</b>	5	3.5%
<b>Employment casual</b>	6	4.3%
<b>Work experience/internship</b>	0	0.0%
<b>Volunteer position</b>	8	5.7%
<b>I have not applied for any employment or volunteer opportunities</b>	119	84.4%
<b>Total survey responses</b>	<b>141</b>	<b>—</b>

\*Numbers may not add up to total, as respondents can select multiple options.

**Have you applied for any of the following employment or volunteer opportunities at the City?**



**QUESTION: “In relation to applying for employment or volunteering opportunities, how much do you agree or disagree with the following?”**

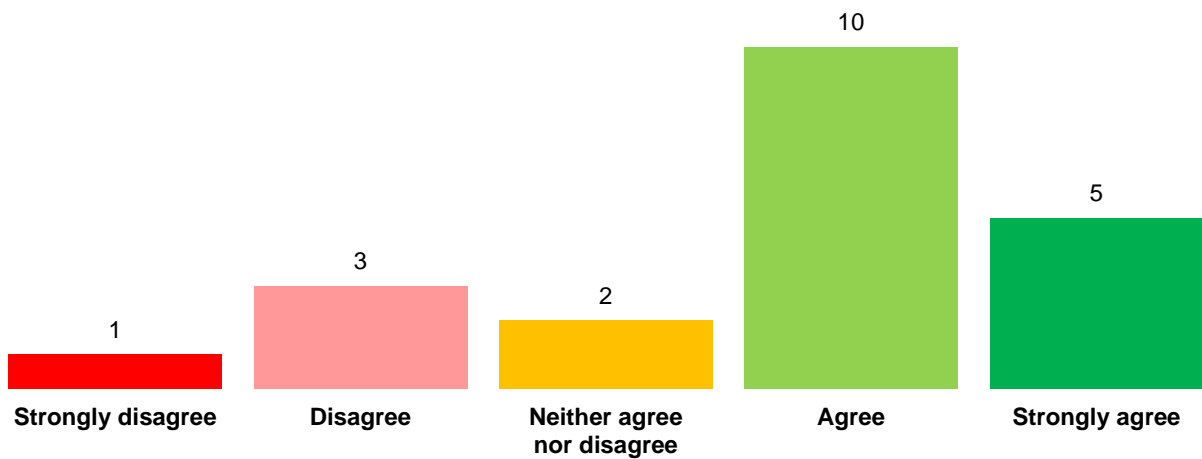
In relation to applying for employment or volunteering opportunities at the City of Joondalup, survey respondents were asked to indicate how much they agree or disagree with the following:

- I was able to easily locate information on how to apply for the position(s)
- I was able to contact a staff member for further information on the position(s)
- I was able to easily access the building for an interview/assessment

Regarding being able to easily locate information on how to apply for a position, just over 70% of respondents indicated that they “agree” or “strongly agree” with the statement. Regarding being able to contact a staff member for further information, approximately two-thirds of respondents indicated that they “agree” or “strongly agree” with the statement. Regarding being able to access the building, 60% of respondents indicated that the “agree” or “strongly agree” with the statement. This data is shown in the tables and charts below.

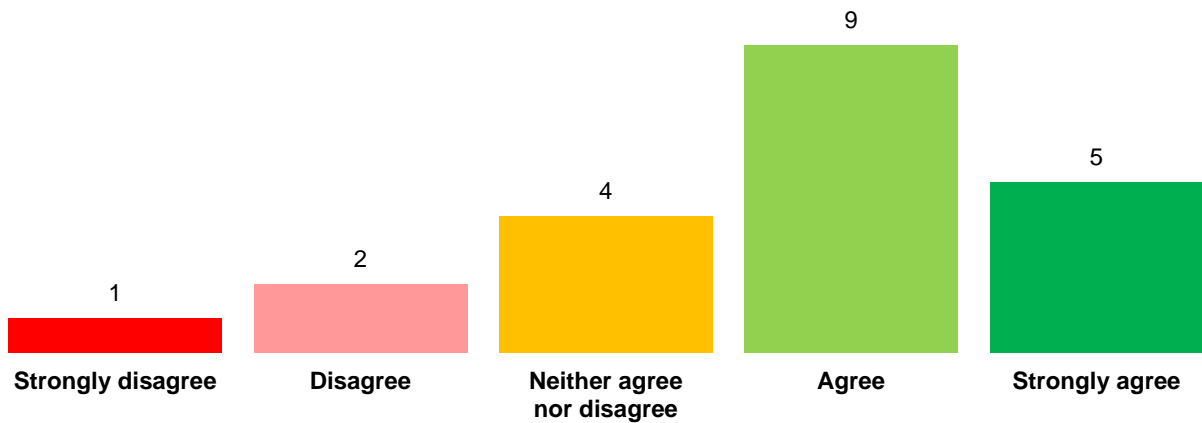
<b>I was able to easily locate information on how to apply for the position(s):</b>	<b>N</b>	<b>%</b>
<b>Strongly disagree</b>	1	4.8%
<b>Disagree</b>	3	14.3%
<b>Neither agree nor disagree</b>	2	9.5%
<b>Agree</b>	10	47.6%
<b>Strongly agree</b>	5	23.8%
<b>Not applicable/no response</b>	120	—
<b>Total (applicable) survey responses</b>	<b>21</b>	<b>100.0%</b>
<b>Total survey responses</b>	<b>141</b>	<b>—</b>

**I was able to easily locate information on how to apply for the position(s):**



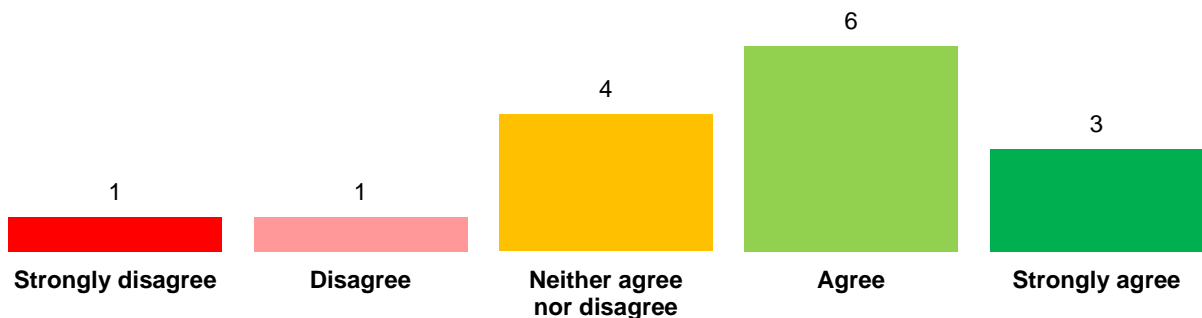
<b>I was able to contact a staff member for further information on the position(s):</b>	<b>N</b>	<b>%</b>
Strongly disagree	1	4.8%
Disagree	2	9.5%
Neither agree nor disagree	4	19.0%
Agree	9	42.9%
Strongly agree	5	23.8%
<i>Not applicable/no response</i>	120	—
<b>Total (applicable) survey responses</b>	<b>21</b>	<b>100.0%</b>
<b>Total survey responses</b>	<b>141</b>	<b>—</b>

**I was able to contact a staff member for further information on the position(s):**



<b>I was able to easily access the building for an interview/assessment:</b>	<b>N</b>	<b>%</b>
Strongly disagree	1	6.7%
Disagree	1	6.7%
Neither agree nor disagree	4	26.7%
Agree	6	40.0%
Strongly agree	3	20.0%
<i>Not applicable/no response</i>	126	—
<b>Total (applicable) survey responses</b>	<b>15</b>	<b>100.0%</b>
<b>Total survey responses</b>	<b>141</b>	<b>—</b>

**I was able to easily access the building for an interview/assessment:**



QUESTION: “To help the City prioritise actions in the new Access and Inclusion Plan 2022–2025, please select up to three issues that are most important to you”

Survey respondents were asked to select up to 3 of the following access and inclusion issues that are most important to them:

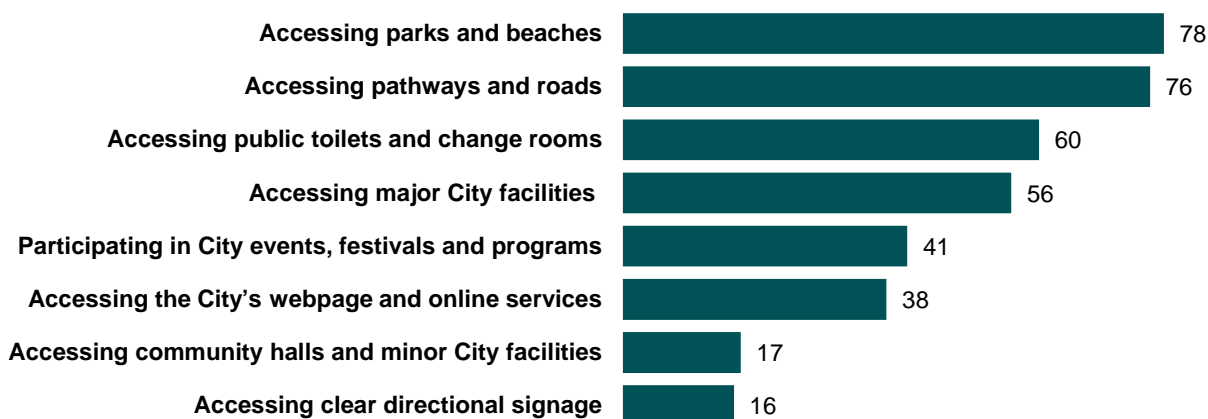
- Accessing pathways and roads
- Accessing parks and beaches
- Accessing major City facilities (e.g. leisure centres, libraries, Council Chambers)
- Accessing community halls and minor City facilities
- Accessing public toilets and change rooms
- Accessing clear directional signage
- Accessing the City’s webpage and online services
- Participating in City events, festivals and programs

The highest priorities selected by respondents include accessing parks and beaches (78), and accessing pathways and roads (76). Also high priorities are accessing public toilets and change rooms (60) and accessing major City facilities (56). This data is shown in the table and chart below.

To help the City prioritise actions in the new Access and Inclusion Plan 2022–2025, please select up to three issues that are most important to you:	N*	%
Accessing pathways and roads	76	53.9%
Accessing parks and beaches	78	55.3%
Accessing major City facilities	56	39.7%
Accessing community halls and minor City facilities	17	12.1%
Accessing public toilets and change rooms	60	42.6%
Accessing clear directional signage	16	11.3%
Accessing the City’s webpage and online services	38	27.0%
Participating in City events, festivals and programs	41	29.1%
<b>Total survey responses</b>	<b>141</b>	<b>—</b>

\*Numbers may not add up to total, as respondents can select up to 3 options.

To help the City prioritise actions in the new Access and Inclusion Plan 2022–2025, please select up to three issues that are most important to you:



QUESTION: “Do you have any further comments on how the City can further improve access and inclusion or any other access and inclusion issues you would like to identify”

Survey respondents were asked to provide any further comments or describe any other access and inclusion issues not already addressed. A total of 54 respondents provided comments, Common access and inclusion issues identified include:

- Inadequate pathways (various) — width too narrow, uneven surfaces, steep gradients
- Inadequate ACROD and seniors’ parking — availability of, space around bays
- Poor beach access — excess sand, lack of matting, availability of ACROD bays.

All comments have been randomised and are provided verbatim at Appendix 21.

# FOCUS GROUP QUESTIONS

QUESTION: “From your perspective, what are the physical barriers or issues faced by people with disability in accessing buildings?”

Focus group participants were asked to describe the physical barriers or issues faced by people with disability in accessing buildings. Participants discussed various barriers and issues, and these were noted by the facilitator. Participants were then given the opportunity to vote on the items that were most important to them. All of the discussion points are summarised as recommendations/suggestions below; the most popular with participants are bolded and identified with a star bullet.

## Recommendations/suggestions:

- Improve management practices for City-owned buildings (e.g. instructions for accessibility could be included with information given to hirers).
- Improve accessible infrastructure along main roads.
- ★ **Advocate for infrastructure developments with Department of Transport/City of Joondalup.**
- Increase awareness of benefits of removing stairs at private businesses, shopping centres, restaurants etc.
- ★ **Improve linkages between footpath and facilities.**
- Improve wayfinding signage and other elements.
- Give better consideration to the logical path of travel.
- ★ **Clear footpaths of debris, overhead and ground-level landscaping, bins, furniture, etc.**
- Provide more than the minimum required number of ACROD bays.
- Provide greater variation of ACROD parking bays (the diversity of potential user needs should be kept in mind).
- Improve access to beach wheelchairs located in storage rooms.
- Ensure accessible infrastructure is available at recreation facilities (e.g. hoists at Craigie Leisure Centre).
- Improve accessible facilities at leisure centres.
- Ensure adequate door widths in standalone buildings.
- Ensure adequate turning circles and floor clearance.
- Improve flooring coverings/surfaces.
- Improve access to City Buildings (e.g. Currambine Community Centre doesn't have automatic opening doors).
- Improve lighting both in and out of buildings.
- ★ **Install more self-opening doors in accessible facilities.**
- Make doorway capping/thresholds easier to traverse.

## QUESTION: “From your perspective what are the physical barriers or issues faced by people with disability in accessing public spaces?”

Focus group participants were asked to describe the physical barriers or issues faced by people with disability in public spaces. Participants discussed various barriers and issues, and these were noted by the facilitator. Participants were then given the opportunity to vote on the items that were most important to them. All of the discussion points are summarised as recommendations/suggestions below; the most popular with participants are bolded and identified with a star bullet.

### **Recommendations/suggestions:**

- ★ **Include more co-design with end users of public spaces.**
  - Educate the community about accessible equipment misuse and the impact on end users.
  - Educate the community about ACROD parking misuse and the impact on end users.
  - Monitor accessible equipment and respond to misuse.
  - Better maintain existing accessible equipment/facilities (e.g. Changing Places facilities, beach wheelchairs, toilets, etc.)
- ★ **Provide more accessible equipment/facilities (e.g. beach wheelchairs, beach walkers, hoists, Changing Places facilities).**
- ★ **Improve availability and method(s) to book/use current accessible equipment.**
  - Make beach matting more functional (e.g. Hillarys Boat Harbour).
  - Improve volume of signal cues for pedestrians (e.g. Joondalup City Centre).
  - Increase duration of safe traffic light crossing periods.
  - Make jetties/fishing locations more accessible (e.g. include surfaces and railings).
  - Improve access to beaches with permanent infrastructure upgrades (e.g. paths, ramps etc.)
  - Move accessible parking bays to more appropriate locations.
  - Provide more than the minimum required number of ACROD bays.



## QUESTION: “Do you have any suggestions for new infrastructure or capital works projects to make the community more accessible and inclusive?”

Focus group participants were asked to provide specific suggestions for new infrastructure or capital works projects to make the community more accessible and inclusive. Participants discussed various suggestions, and these were noted by the facilitator. Participants were then given the opportunity to vote on the items that were most important to them. All of the discussion points are summarised as recommendations/suggestions below; the most popular with participants are bolded and identified with a star bullet.

### Recommendations/suggestions:

- Ensure accessibility requirements are included in major projects (e.g. the Ocean Reef Marina development).
- ★ **Advocate for traffic signal improvements (e.g. longer crossing durations, improved infrastructure, signal volumes, etc.)**
- ★ **Provide beach matting and employ appropriate monitoring and maintenance.**
  - Provide accessible storage options for beach wheelchairs (e.g. lockers and lockboxes).
  - Improve the ramp at Whitfords Dog Beach and include accessible beach matting.
  - Install an accessible platform at the horse beach.
  - Install a Changing Places facility at Hillarys.
  - Provide more accessible playspaces.
  - Provide accessible water playspaces.

## QUESTION: “How can the City increase employment opportunities for people with disability?”

Focus group participants were asked to consider how the City could increase employment opportunities for people with disability. Participants discussed various possibilities, and these were noted by the facilitator. Participants were then given the opportunity to vote on the items that were most important to them. All of the discussion points are summarised as recommendations/suggestions below; the most popular with participants are bolded and identified with a star bullet.

### Recommendations/suggestions:

- Arrange payments for contributors in working groups with lived experience.
- Make lived experience a job requirement for relevant roles.
- ★ **Address unconscious bias in the organisation around recruitment and management.**
- ★ **Provide more flexibility with how roles are designed (e.g. part-time options, appropriate tasks, job-carving)**
- Advertise jobs in non-traditional places (e.g. not just Seek, consider Ethical Jobs, Disability Service Providers, etc.)
- Remove requirements for driver’s licence when not required for the role.
- ★ **Link in with existing disability employment initiatives.**
- Provide more appropriate support to assist participants through the recruitment process.
- Investigate "job-carving" processes and providers.
- Raise awareness around inclusive employment, and that people with disability have fantastic, untapped potential.
- Investigate more funding options to modify workplaces.
- Raise awareness of what employers can do to offer physically accessible workplaces.
- ★ **Educate businesses around unconscious bias.**

## QUESTION: “How can the City improve access to information?”

Focus group participants were asked to consider how the City could improve access to information for people with disability. Participants were then given the opportunity to vote on the items that were most important to them. All of the discussion points are summarised as recommendations/suggestions below; the most popular with participants are bolded and identified with a star bullet.

### Recommendations/suggestions:

- ★ **Consult in a more targeted way that impacts people with disability.**
- Consider electronic participation options in community consultation.
- ★ **Create a disability working group, or access and inclusion committee, to increase the frequency of important conversations.**
- Consider the online authentication methods that are used, and have end users in mind (e.g. Captcha with images are difficult).
- Be aware that people may want multiple formats and provide this support where necessary (common with people within the deaf–blind community).
- Distribute via email information on important topics, not just flyers and newspaper.
- Ensure the City's website complies with relevant accessibility standards.
- Consider developing braille materials, particularly for items that do not change frequently.
- Ensure complex documents are easy to read (e.g. providing context and examples).
- Develop a centralised resource/platform for all City events, services, community information, etc.
- Live-stream events.
- Provide more information for employers around funding options.

## QUESTION: “Do you have any suggestions for how the City can assist people with disability to be more involved or active in their community?”

Focus group participants were asked to provide specific suggestions for how the City could assist people with disability to be more involved or active in their community. Participants were then given the opportunity to vote on the items that were most important to them. All of the discussion points are summarised as recommendations/suggestions below; the most popular with participants are bolded and identified with a star bullet.

### Recommendations/suggestions:

- Consider travel reimbursements for participants with disability.
- ★ **Form a disability reference/working group.**
- Be mindful of the cost of activities being provided to the disability community (e.g. for many, it is the cost of registration PLUS transport and potential supports).
- Consider reducing venue hire costs and programming costs to bring people back out into the community following COVID-19 (e.g. people are reluctant and therefore isolation is growing).
- Ensure more flexibility with event design/programming to be more inclusive for both performers/artists and participants.
- Focus on employment (e.g. employer education, employee support).
- ★ **Host a "Come and Try Day" style event.**
- Include more sensory-friendly initiatives.
- Install accessible recreation equipment in City parks.
- Ensure accessible path networks link recreation and leisure equipment.
- Raise awareness of success stories around accessibility.

**QUESTION: “What do you think are the 3 most important issues facing people with disability or other barriers in the City of Joondalup?”**

Focus group participants were asked to articulate the 3 most important issues facing people with disability in the City. Participants were then given the opportunity to vote on the items that were most important to them. All of the discussion points are summarised below; the most popular with participants are bolded and identified with a star bullet.

**Issues:**

- ★ **COVID-19 and its impacts on people both physically (e.g. health risks, services) and socially (e.g. feeling safe to participate afterwards).**
- ★ **NDIS challenges around lack of resources available for participants (everything costs money).**
  - Accessibility within compact shops and spaces.
  - Misuse of accessible facilities/toilets being misused (e.g. used as storage).
  - Misuse of accessible parking bays.
  - Employment for people with disability.
  - Accessible and affordable taxis/transport options.
  - Traffic light issues (e.g. signal volume, durations).
  - Pathways maintenance (e.g. landscaping, surfacing etc.)
- ★ **General accessibility throughout the community.**
  - Accessibility into older buildings.

# APPENDIX 1 — Email to Community Engagement Network members

---

**From:** Consultation  
**Sent:** [REDACTED]  
**Subject:** Community Consultation: City of Joondalup Access and Inclusion Plan

Dear Community Engagement Network Members

The City of Joondalup is developing its new Access and Inclusion Plan 2021–2024 which will aim to address physical accessibility and social inclusion for everyone living, working or visiting throughout the City of Joondalup. The City’s existing plan can be found via this [link](#).

The City is seeking community feedback on how well it is currently addressing access and inclusion concerns, and what improvements still need to be made. The City is particularly interested in:

- City services, events and information
- Community buildings
- Recreational facilities
- Parks
- Pathways
- Beaches

To provide feedback, please complete the [Online Survey Form](#). All feedback must be received by **Wednesday 3 March 2021**.

For further information please contact the City’s Access and Inclusion Officer on **9400 4226** or via [email](#).

**Community Engagement Network**  
City of Joondalup

Tel: 08 9400 4000  
Fax: 08 9300 1383  
Email: [info@joondalup.wa.gov.au](mailto:info@joondalup.wa.gov.au)



**Shaping  
your local  
community**

**1 February – 31 March 2021**

The City wants your big ideas! Have your say  
in developing a new 10-Year Strategic Community Plan



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## APPENDIX 2 — Email 1 to disability and seniors' service/ support organisations

---

**From:** [REDACTED]  
**Sent:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Community Consultation: City of Joondalup Access and Inclusion Plan  
**Attachments:** Access and Inclusion Plan - Survey.pdf

Hi [REDACTED]

You may have received this information through separate channels already, however, if not it would be appreciated if your organisation could consider the below and also assist the City in passing this information onwards to your networks, as appropriate.

As a provider serving the Joondalup community, we would also welcome participation from your staff as well.

The City of Joondalup is currently seeking community input in order to better inform its new Access and Inclusion Plan 2021-2024. As part of the community consultation the City will be hosting several focus groups and have developed an online survey for residents of and visitors to the City to contribute their thoughts. Here is the link to the current [Access and Inclusion Plan 2018-2021](#) for your reference.

The consultation period opened on **Thursday February 4** and will close on **Wednesday 3 March**.

Upcoming focus groups are as follows:

- [Focus Group One - Monday 15 February](#) 10.00am - 12.00noon, Online via Microsoft Teams or Zoom.
  - An email with the meeting link and instructions will be distributed to all online registrants prior to the focus group date.
  - As of midday today this is officially closed for new registrations.
- [Focus Group Two - Tuesday February 16](#) 5.30pm - 7.30pm, Online via Microsoft Teams or Zoom.
  - An email with the meeting link and instructions will be distributed to all online registrants prior to the focus group date.
- [Focus Group Three - Wednesday 17 February](#) 5.30pm - 7.30pm, Currambine Community Centre, Currambine
- [Focus Group Four - Thursday 18 February](#) 10.00am - 12.00noon, Fleur Freame Pavilion, Padbury

Here is [the link to the survey](#) for those wishing to complete it online, and also there are opportunities for participants to complete this survey over the phone or have a copy posted to them, on request. I have also attached a copy that can be printed and returned to the City of Joondalup if that is easier.

Thanks again for your help.

[REDACTED]  
Community Development Projects Officer  
City of Joondalup

Tel: [REDACTED]  
Fax: [REDACTED]  
Email: [REDACTED]

Follow:



A Global City: Bold | Creative | Prosperous

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# APPENDIX 3 — Email 2 to disability and seniors' service/ support organisations

---

**From:** [REDACTED]  
**Sent:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** [REDACTED] Group Updates  
**Attachments:** Access and Inclusion Plan Community Consultation.jpg

**Importance:** High

Hello [REDACTED]

Hoping the new year is off to a good start for yourselves and your participants. Below are some important updates for you all to be aware of.

## Community Consultation - Access and Inclusion Plan 2021 – 2024 – City of Joondalup

The City of Joondalup is developing a new Access and Inclusion Plan 2021–2024 which will aim to address physical accessibility and social inclusion for everyone visiting, working or living in the City of Joondalup. The City's existing plan can be found via this [link](#).

Between **Thursday 4 February and Wednesday 3 March 2021** the City will be seeking community feedback, particularly from those with a disability, those from culturally and linguistically diverse backgrounds and/or those with lived experience of barriers to inclusion and accessibility in the Joondalup community, to inform how well the City is currently addressing access and inclusion concerns, and what improvements still need to be made.

As part of the community consultation, the City is hosting three focus group sessions and one online session. There is also a survey which can be completed [online](#), and hard copies can be printed and mailed out to participants or can also be completed over the phone, on request. Participants are allowed to complete the survey AND also attend a focus group and both responses will be valid.

Please note that each focus group is identical and so participants **only need to register for a single session** that best suits their availability.

Focus Group details and registration links are as follows:

- [Focus Group One - Tuesday 9 February](#), 1.00pm - 3.00pm, Bramston Park Community Sporting Facility, Burns Beach
- [Focus Group Two - Wednesday 10 February](#), 9.00am - 11.00am, Connolly Community Centre, Connolly
- [Focus Group Three - Tuesday 16 February](#), 5.30pm - 7.30pm, Fleur Freame Pavilion, Padbury
- [Focus Group Four - Monday 15 February](#), 10.00am - 12.00noon, **Online via Microsoft Teams**

**All focus group participants go into the draw to win one of two \$100 gift cards.**

We would appreciate it if you could distribute the attached **focus group invitation, registration links** and [Online Survey Form](#) link to your clients, networks and staff. The survey closes **Wednesday 3 March 2021** and focus group registrations close **midday the day before each session**.

For further information please contact the City's Access and Inclusion Officer on **9400 4226** or via [email](#). You are also welcome to forward my details on to your clients.

[REDACTED]

[REDACTED]

[REDACTED]



(continues)

[Redacted text block]

Kind regards,

[Redacted]  
A/Community Development Officer, Access and Inclusion  
City of Joondalup

Tel: [Redacted]  
Fax: [Redacted]  
Email: [Redacted]  
Follow:



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# APPENDIX 4 — Letter to schools



Date: 28 January 2021

Your Ref:

A Global City: Bold | Creative | Prosperous

Enquiries: [REDACTED]  
Ph. 9400 4226

Our Ref: 109253

[REDACTED]

Dear [REDACTED]

## COMMUNITY CONSULTATION — CITY OF JOONDALUP ACCESS AND INCLUSION PLAN

The City of Joondalup is developing a new Access and Inclusion Plan 2021–2024 which aims to address physical accessibility and social inclusion for everyone visiting, working or living in the City of Joondalup.

The City is now seeking community feedback on how well it is currently addressing access and inclusion concerns, and what improvements still need to be made.

As part of the community consultation, the City is hosting three focus group sessions and one online session. Invitations to these sessions are enclosed, along with copies of the survey form and reply-paid envelopes.

We would appreciate it if you could distribute the invitations and survey forms to your students, parents, carers and staff. We have also emailed you the link to the online version of the survey which can be found via the Community Consultation section of the City's website at [joondalup.wa.gov.au/community-consultation](http://joondalup.wa.gov.au/community-consultation)

The survey closes **Wednesday 3 March 2021** and focus group registrations close **midday the day before each session**.

**All focus group participants go into the draw to win one of two \$100 gift cards.**

For further information please contact me via phone **9400 4226** or email [REDACTED]

Yours sincerely

[REDACTED]  
**Community Development Officer — Access and Inclusion**

# APPENDIX 5 — Email to schools

---

**From:** [REDACTED]  
**Sent:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Community Consultation: City of Joondalup Access and Inclusion Plan  
**Attachments:** Access and Inclusion Plan Community Consultation.jpg; Access and Inclusion Plan - Survey.pdf

**Importance:** High

Dear [REDACTED]

The City of Joondalup is developing a new Access and Inclusion Plan 2021-2024 which aims to address physical accessibility and social inclusion for everyone visiting, working or living in the City of Joondalup. The City's existing plan can be found via this [link](#).

The City is now seeking community feedback on how well it is currently addressing access and inclusion concerns, and what improvements still need to be made.

As part of the community consultation, the City is hosting three focus group sessions and one online session. There is also a survey which can be completed [online](#) or on paper. A pdf version of the survey form is attached which can be printed.

We would appreciate it if you could distribute the attached focus group invitation and [Online Survey Form](#) link to your students, parents, carers and staff. We have also sent you hard-copy invitations and survey forms via post. The survey closes **Wednesday 3 March** and focus group registrations close **midday the day before each session**.

**All focus group participants go into the draw to win one of two \$100 gift cards.**

For further information please contact me via the details below. You are also welcome to forward my details on to your parents.

Kind regards

[REDACTED]  
A/Community Development Officer, Access and Inclusion  
City of Joondalup

Tel: [REDACTED]  
Fax: [REDACTED]  
Email: [REDACTED]  
Follow:



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# APPENDIX 6 — Email to resident/ratepayer groups

---

**From:** Consultation  
**Sent:** [REDACTED]  
**Subject:** Community Consultation: City of Joondalup Access and Inclusion Plan

Dear Residents Associations

The City of Joondalup is developing a new Access and Inclusion Plan 2021–2024 which aims to address physical accessibility and social inclusion for everyone visiting, working or living in the City of Joondalup. The City's existing plan can be found via this [link](#).

The City is seeking community feedback on how well it is currently addressing access and inclusion concerns, and what improvements still need to be made. The City is particularly interested in:

- City services, events and information
- Community buildings
- Recreational facilities
- Parks
- Pathways
- Beaches

Feedback can be provided via the [Online Survey Form](#). All feedback must be received by **Wednesday 3 March 2021**.

The City would appreciate you sharing this community consultation information with your members and networks.

For further information please contact the City's Access and Inclusion Officer on **9400 4226** or via [email](#).

## City of Joondalup

Tel: 08 9400 4000  
Fax: 08 9300 1383  
Email: [info@joondalup.wa.gov.au](mailto:info@joondalup.wa.gov.au)



## Shaping your local community

1 February – 31 March 2021

The City wants your big ideas! Have your say  
in developing a new 10-Year Strategic Community Plan



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# APPENDIX 7 — Rescheduling email to focus group registrants

---

**From:** [REDACTED]  
**Sent:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Focus Group Rescheduling - Access and Inclusion Plan Community Consultation

Hello registrants,

As noted over the phone late last week, due to the COVID-19 lockdown the City is modifying its community consultation focus group schedule to give community members more time to register.

Unfortunately the focus group that you registered for has been affected by this rescheduling and will no longer be hosted at the time, date and venue that you had previously chosen. Because of this your previous registrations are now no longer valid.

Below are the new dates and registration links for the series of focus groups:

- [Focus Group One - Monday 15 February](#), 10.00am - 12.00noon, **Online via Microsoft Teams or Zoom**. An email with the meeting link and instructions will be distributed to all online registrants prior to the focus group date.
- [Focus Group Two - Tuesday February 16](#), 5.30pm - 7.30pm, **Online via Microsoft Teams or Zoom**. An email with the meeting link and instructions will be distributed to all online registrants prior to the focus group date.
- [Focus Group Three - Wednesday 17 February](#) 5.30pm - 7.30pm, Currambine Community Centre, Currambine
- [Focus Group Four - Thursday 18 February](#) 10.00am - 12.00noon, Fleur Freame Pavilion, Padbury

We hope that a date and time above will be suitable.

Please register with the above links or call the City on 9400 4226 to discuss other arrangements or to seek assistance.

An online questionnaire is also available for residents not wishing to participate in a focus group or who miss out due to places booking out. Please [complete the online survey](#) or contact the City if you would like to request a hard copy or would like to undertake the survey over the phone.

Thank you for your participation.

Kind regards,

[REDACTED]  
A/Community Development Officer, Access and Inclusion  
City of Joondalup

Tel: [REDACTED]  
Fax: [REDACTED]  
Email: [REDACTED]  
Follow:



(continues)



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## APPENDIX 8 — Rescheduling email to schools

---

**From:** [REDACTED]  
**Sent:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Community Consultation: City of Joondalup Access and Inclusion Plan  
**Attachments:** Access and Inclusion Plan - Survey.pdf

**Importance:** High

Dear [REDACTED]

Unfortunately due to the COVID-19 lockdown the City has had to reschedule its series of community consultation focus group sessions in order to give more members of the community an opportunity to participate.

The City's would appreciate you communicating to relevant staff and parents the new focus group schedule, and disregard the scheduled sessions on the previous invitation flyer, as well as the invitations posted out to your organisation.

- **[Focus Group One - Monday 15 February](#)**, 10.00am - 12.00noon, **Online via Microsoft Teams or Zoom**. An email with the meeting link and instructions will be distributed to all online registrants prior to the focus group date.
- **[Focus Group Two - Tuesday February 16](#)**, 5.30pm - 7.30pm, **Online via Microsoft Teams or Zoom**. An email with the meeting link and instructions will be distributed to all online registrants prior to the focus group date.
- **[Focus Group Three - Wednesday 17 February](#)** 5.30pm - 7.30pm, Currambine Community Centre, Currambine
- **[Focus Group Four - Thursday 18 February](#)** 10.00am - 12.00noon, Fleur Freame Pavilion, Padbury

The online survey remains unchanged, and it would be appreciated if you could also continue communicating this as an option for people to have their say. Here is [the link to the survey](#) for your convenience.

Thanks again for your help.

[REDACTED]  
Community Development Projects Officer  
City of Joondalup

Tel: [REDACTED]  
Fax: [REDACTED]  
Email: [REDACTED]  
Follow:



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# APPENDIX 9 — Hard-copy and electronic flyer

## Invitation



You are invited to attend a focus group to provide input into the City's new Access and Inclusion Plan 2021 – 2024. The new plan aims to address physical accessibility and social inclusion for everyone visiting, working or living in the City of Joondalup.

**All focus group participants go into the draw to win one of two \$100.00 gift cards.**



**Focus Group 1:**  
**Tuesday 9 February, 1.00pm – 3.00pm**  
Bramston Park Community Sporting Facility, Burns Beach

**Focus Group 2:**  
**Wednesday 10 February, 9.00am – 11.00am**  
Connolly Community Centre, Connolly

**Focus Group 3:**  
**Tuesday 16 February, 5.30pm – 7.30pm**  
Fleur Freame Pavilion, Padbury

**Focus Group 4:**  
**Monday 15 February, 10.00am – 12.00noon**  
Online via Microsoft Teams

To register, please contact the City's Access and Inclusion Officer, by calling **9400 4226** or email [erika.everitt@joondalup.wa.gov.au](mailto:erika.everitt@joondalup.wa.gov.au) or visit the City's website [joondalup.wa.gov.au](http://joondalup.wa.gov.au)

Please advise of any access or dietary considerations upon booking.

[joondalup.wa.gov.au](http://joondalup.wa.gov.au)     



# APPENDIX 10 — Hard-copy survey form (page 1)



## Access and Inclusion Plan Survey Form

The City of Joondalup is developing a new Access and Inclusion Plan 2021 – 2024 which aims to address physical accessibility and social inclusion for everyone visiting, working or living in the City of Joondalup.

If you need assistance completing this survey or would like it in an alternative format, please contact the City's Access and Inclusion Officer on **9400 4226** or via email to [info@joondalup.wa.gov.au](mailto:info@joondalup.wa.gov.au)

This survey form can also be completed online. Scan the QR code opposite or visit the Community Consultation section of the City's website at [joondalup.wa.gov.au](http://joondalup.wa.gov.au)



### About You:

#### Which of the following best describes you? (Can select multiple)

- Person with disability
- Carer, family member or friend of a person with disability
- Employee of a disability organisation
- Volunteer with a disability organisation
- Person from a culturally and linguistically diverse background
- Carer, family member or friend of a person from a culturally and linguistically diverse background
- Employee of a culturally and linguistically diverse support organisation
- Volunteer with a culturally and linguistically diverse support organisation
- Person with a general interest in access and inclusion issues
- Other (please describe)  
\_\_\_\_\_

#### Which of the following applies to you? (Can select multiple)

- I live in the City of Joondalup
- I work/own a business in the City of Joondalup
- I study/go to school in the City of Joondalup
- I visit the City of Joondalup for recreation/social reasons
- I visit the City of Joondalup for services (e.g. health)
- Other (please describe)  
\_\_\_\_\_

Accessing Events:						
<b>Which City of Joondalup event(s) have you attended in the past three years? (Can select multiple)</b>						
<input type="checkbox"/> Joondalup Festival	<input type="checkbox"/> Kaleidoscope Festival	<input type="checkbox"/> Little Feet Festival	<input type="checkbox"/> Valentine's Concert	<input type="checkbox"/> Music in the Park	<input type="checkbox"/> NAIDOC Week events	<input type="checkbox"/> Sunday Serenades
<input type="checkbox"/> Urban Couture	<input type="checkbox"/> Community Choral Project	<input type="checkbox"/> Community Art Exhibition	<input type="checkbox"/> Invitation Art Prize	<input type="checkbox"/> Disability Awareness Week events	<input type="checkbox"/> Live and Learn events (library events)	<input type="checkbox"/> Defeat the Beat (youth events)
<input type="checkbox"/> Skate Park Festival Series (youth events)	<input type="checkbox"/> Summer Sessions (youth events)	<input type="checkbox"/> I have not attended any of these events				
In relation to the event(s) you attended, how much do you agree or disagree with the following?						
	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
Accessibility information about the event was easy to find	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Event signage was easy to read and understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Layout of the event allowed for easy access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessible toilets were available and easy to access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ACROD parking was available and easy to access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was able to participate in some of the event activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt included in the event, not separated from everyone else	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessing Services:						
<b>Which City of Joondalup services have you utilised in the past three years? (Can select multiple)</b>						
<input type="checkbox"/> Library services	<input type="checkbox"/> Leisure centres	<input type="checkbox"/> Youth services	<input type="checkbox"/> Waste / recycling collection	<input type="checkbox"/> City Rangers	<input type="checkbox"/> Environmental health (e.g. noise complaints)	<input type="checkbox"/> Building and planning approvals
<input type="checkbox"/> Immunisation	<input type="checkbox"/> Pool inspections	<input type="checkbox"/> Graffiti removal	<input type="checkbox"/> I have not utilised any of these services			
Please describe any difficulties you had accessing these City services: (Skip question if not applicable)						
<hr/>						
<hr/>						
<hr/>						
<hr/>						

<b>Accessing Information:</b>						
<b>How do you access information and promotional materials from the City? (Can select multiple)</b>						
<input type="checkbox"/> In person				<input type="checkbox"/> Website		
<input type="checkbox"/> Telephone				<input type="checkbox"/> Social media		
<input type="checkbox"/> Mail				<input type="checkbox"/> I have not accessed information or promotional materials		
<input type="checkbox"/> Email						
<b>Please describe any difficulties you had accessing City information or promotional materials: (Skip question if not applicable)</b>						
_____						
_____						
_____						
<b>Accessing City Staff:</b>						
<b>How have you interacted with City staff in the past three years? (Can select multiple)</b>						
<input type="checkbox"/> I have participated in community consultation with the City						
<input type="checkbox"/> I have participated in an event or workshop						
<input type="checkbox"/> I have made a complaint or request to the City						
<input type="checkbox"/> I have provided other feedback to the City						
<input type="checkbox"/> I have not interacted with City staff						
<b>In relation to your interactions with City staff, how much do you agree or disagree with the following?</b>						
	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
I felt that staff responded to my enquiry in a timely fashion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt that staff were friendly and welcoming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt that staff listened to and understood my feedback	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt that staff treated me with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel that my individual access requirements were met	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Accessing Employment and Volunteering Opportunities:</b>						
<b>Have you applied for any of the following employment or volunteer opportunities at the City? (Can select multiple)</b>						
<input type="checkbox"/> Employment full-time				<input type="checkbox"/> Work experience / internship		
<input type="checkbox"/> Employment part-time				<input type="checkbox"/> Volunteer position		
<input type="checkbox"/> Employment casual	<input type="checkbox"/> I have not applied for any employment or volunteer opportunities					

**In relation to applying for employment or volunteering opportunities, how much do you agree or disagree with the following?**

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
I was able to easily locate information on how to apply for the position(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was able to contact a staff member for further information on the position(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was able to easily access the building for an interview / assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Your Priorities:**

**To help the City prioritise actions in the new Access and Inclusion Plan 2021 – 2024, please select up to three issues that are most important to you:**

- Accessing pathways and roads
- Accessing parks and beaches
- Accessing major City facilities (e.g. leisure centres, libraries, Council Chambers)
- Accessing community halls and minor City facilities
- Accessing public toilets and change rooms
- Accessing clear directional signage
- Accessing the City's webpage and online services
- Participating in City events, festivals and programs

**Do you have any further comments on how the City can further improve access and inclusion or any other access and inclusion issues you would like to identify:**

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<b>Your Contact Details:</b>				
<b>Please note that for your feedback to be validated, your contact details must be provided.</b> This information will be treated as confidential and will not be published in any document or report on the outcomes of the consultation.				
<b>Only one survey form per person will be accepted.</b>				
Name:				
Suburb:				
Email:				
Telephone:				
Age:	<input type="checkbox"/> Under 12 years	<input type="checkbox"/> 12 – 14 years	<input type="checkbox"/> 15 – 17 years	<input type="checkbox"/> 18 – 24 years
	<input type="checkbox"/> 25 – 34 years	<input type="checkbox"/> 35 – 44 years	<input type="checkbox"/> 45 – 54 years	<input type="checkbox"/> 55 – 64 years
	<input type="checkbox"/> 65 – 74 years	<input type="checkbox"/> 75+ years		
<b>Request to be informed:</b>				
The outcomes of this consultation will be uploaded to the City's website once finalised.				
<input type="checkbox"/> I would like to be informed via email when the outcomes of this consultation are uploaded to the City's website <b>Please ensure your email address is provided in the 'Your Contact Details' section above.</b>				
<b>City of Joondalup Community Engagement Network:</b>				
The Community Engagement Network is a network of community members interested in being consulted and engaged on an ongoing basis about future strategic initiatives in the City of Joondalup. Contact details are kept strictly confidential and members can opt-out at any time. If you are interested in joining the City of Joondalup Community Engagement Network, subscribe on the City's website at <a href="http://joondalup.wa.gov.au">joondalup.wa.gov.au</a> or tick the box below.				
<input type="checkbox"/> I would like to join the City of Joondalup Community Engagement Network <b>Please ensure your email address is provided in the 'Your Contact Details'.</b>				

Thank you for your feedback

Submissions accepted: **Thursday 4 February 2021 – Wednesday 3 March 2021**

# APPENDIX 11 — Online survey form (page 1)



## Access and Inclusion Plan

### Online Survey Form

The City of Joondalup is developing a new Access and Inclusion Plan 2022–2025 which aims to address physical accessibility and social inclusion for everyone visiting, working or living in the City of Joondalup.

If you need assistance completing this survey or would like it in an alternative format, please contact the City's Access and Inclusion Officer on **9400 4226** or via [email](#).

**City of Joondalup** | 90 Boas Avenue Joondalup WA 6027 | PO Box 21 Joondalup WA 6919  
T: 9400 4000 F: 9300 1383 | [joondalup.wa.gov.au](http://joondalup.wa.gov.au) | [info@joondalup.wa.gov.au](mailto:info@joondalup.wa.gov.au)

NEXT



## Access and Inclusion Plan

### About You

**1. Which of the following best describes you? (Can select multiple)**

- Person with disability
- Carer, family member or friend of a person with disability
- Employee of a disability organisation
- Volunteer with a disability organisation
- Person from a culturally and linguistically diverse background
- Carer, family member or friend of a person from a culturally and linguistically diverse background
- Employee of a culturally and linguistically diverse support organisation
- Volunteer with a culturally and linguistically diverse support organisation
- Person with a general interest in access and inclusion issues
- Other (please describe)

**2. Which of the following applies to you? (Can select multiple)**

- I live in the City of Joondalup
- I work / own a business in the City of Joondalup
- I study / go to school in the City of Joondalup
- I visit the City of Joondalup for recreation / social reasons
- I visit the City of Joondalup for services (eg health)
- Other (please describe)

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## Access and Inclusion Plan

### Accessing Events

#### 3. Which City of Joondalup event(s) have you attended in the past three years? (Can select multiple)

- |  |  |
|--|--|
| <input type="checkbox"/> Joondalup Festival    | <input type="checkbox"/> Community Choral Project                  |
| <input type="checkbox"/> Kaleidoscope Festival | <input type="checkbox"/> Community Art Exhibition                  |
| <input type="checkbox"/> Little Feet Festival  | <input type="checkbox"/> Disability Awareness Week events          |
| <input type="checkbox"/> Valentines Concert    | <input type="checkbox"/> Live and Learn events (library events)    |
| <input type="checkbox"/> Music in the Park     | <input type="checkbox"/> Defeat the Beat (youth events)            |
| <input type="checkbox"/> NAIDOC Week events    | <input type="checkbox"/> Skate Park Festival Series (youth events) |
| <input type="checkbox"/> Sunday Serenades      | <input type="checkbox"/> Summer Sessions (youth events)            |
| <input type="checkbox"/> Urban Couture         | <input type="checkbox"/> I have not attended any of these events   |

#### 4. In relation to the event(s) you attended, how much do you agree or disagree with the following?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
Accessibility information about the event was easy to find	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Event signage was easy to read and understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Layout of the event allowed for easy access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessible toilets were available and easy to access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ACROD parking was available and easy to access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to participate in some of the event activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt included in the event, not separated from everyone else	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Access and Inclusion Plan

### Accessing Services

**5. Which City of Joondalup services have you utilised in the past three years? (Can select multiple)**

- |   |   |
|---|---|
| <input type="checkbox"/> Library services                           | <input type="checkbox"/> Building and planning approvals                  |
| <input type="checkbox"/> Leisure centres                            | <input type="checkbox"/> Immunisation                                     |
| <input type="checkbox"/> Youth services                             | <input type="checkbox"/> Pool inspections                                 |
| <input type="checkbox"/> Waste / recycling collection               | <input type="checkbox"/> Graffiti removal                                 |
| <input type="checkbox"/> City Rangers                               | <input type="checkbox"/> <i>I have not utilised any of these services</i> |
| <input type="checkbox"/> Environmental health (eg noise complaints) |   |

**6. Please describe any difficulties you had accessing these City services: (Skip question if not applicable)**

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## Access and Inclusion Plan

### Accessing Information

**7. How do you access information and promotional materials from the City? (Can select multiple)**

- In person
- Telephone
- Mail
- Email
- Website
- Social media
- I have not accessed information or promotional materials*

**8. Please describe any difficulties you had accessing City information or promotional materials: (Skip question if not applicable)**

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## Access and Inclusion Plan

### Accessing City Staff

**9. How have you interacted with City staff in the past three years? (Can select multiple)**

- I have participated in community consultation with the City
- I have participated in an event or workshop
- I have made a complaint or request to the City
- I have provided other feedback to the City
- I have not interacted with City staff

**10. In relation to your interactions with City staff, how much do you agree or disagree with the following?**

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
I felt that staff responded to my enquiry in a timely fashion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt that staff were friendly and welcoming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt that staff listened to and understood my feedback	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt that staff treated me with respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel that my individual access requirements were met	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Access and Inclusion Plan

### Accessing Employment and Volunteering Opportunities

11. Have you applied for any of the following employment or volunteer opportunities at the City? (Can select multiple)

- Employment full-time
- Employment part-time
- Employment casual
- Work experience / internship
- Volunteer position
- I have not applied for any employment or volunteer opportunities

12. In relation to applying for employment or volunteering opportunities, how much do you agree or disagree with the following?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
I was able to easily locate information on how to apply for the position(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to contact a staff member for further information on the position(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to easily access the building for an interview / assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Access and Inclusion Plan

### Your Priorities

**\* 13. To help the City prioritise actions in the new Access and Inclusion Plan 2022–2025, please select up to three issues that are most important to you:**

- Accessing pathways and roads
- Accessing parks and beaches
- Accessing major City facilities (e.g. leisure centres, libraries, Council Chambers)
- Accessing community halls and minor City facilities
- Accessing public toilets and change rooms
- Accessing clear directional signage
- Accessing the City's webpage and online services
- Participating in City events, festivals and programs

**14. Do you have any further comments on how the City can further improve access and inclusion or any other access and inclusion issues you would like to identify:**

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NEXT



## Access and Inclusion Plan

### Online Comment Form

**\* 15. Your contact details:**

**Please note that for your feedback to be validated, your contact details must be provided. This information will be treated as confidential and will not be published in any document or report on the outcomes of the consultation.**

**Only one survey form per person will be accepted.**

Name:

Suburb:

Email:

Telephone:

**16. Age:**

**City of Joondalup** | 90 Boas Avenue Joondalup WA 6027 | PO Box 21 Joondalup WA 6919  
T: 9400 4000 F: 9300 1383 | [joondalup.wa.gov.au](http://joondalup.wa.gov.au) | [info@joondalup.wa.gov.au](mailto:info@joondalup.wa.gov.au)

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## Access and Inclusion Plan

### Online Comment Form

#### 17. Request to be informed:

The outcomes of this consultation will be uploaded to the City's website once finalised.

I would like to be informed via email when the outcomes of this consultation are uploaded to the City's website

Email address:

#### 18. City of Joondalup Community Engagement Network:

The Community Engagement Network is a network of community members interested in being consulted and engaged on an ongoing basis about future strategic initiatives in the City of Joondalup. Contact details are kept strictly confidential and members can opt-out at any time. If you are interested in joining the City of Joondalup Community Engagement Network, subscribe on the City's [website](#) or select the box below.

I would like to join the City of Joondalup Community Engagement Network

Email address (if not entered above):

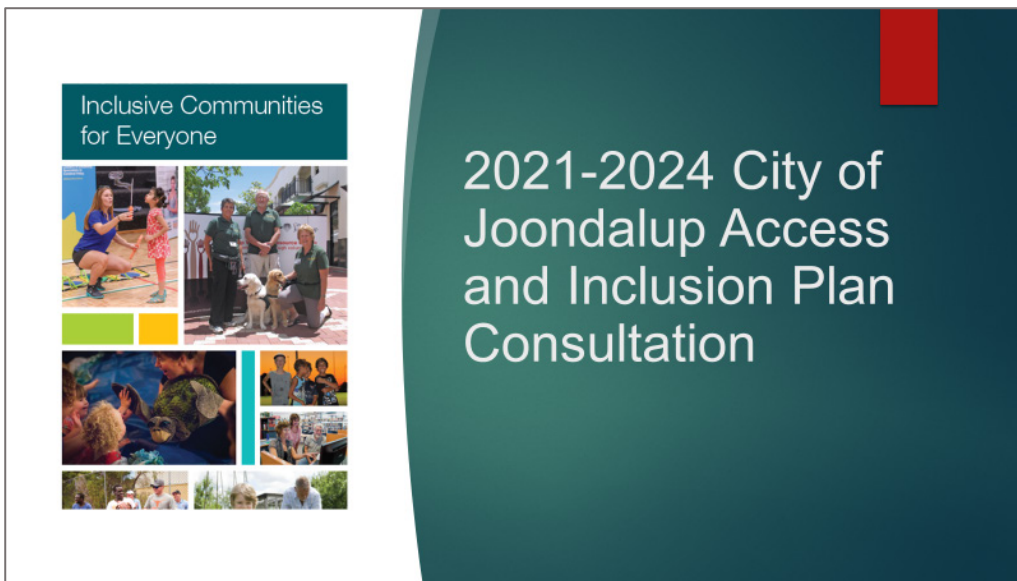
Thank you for your feedback.

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PREV

SUBMIT FORM

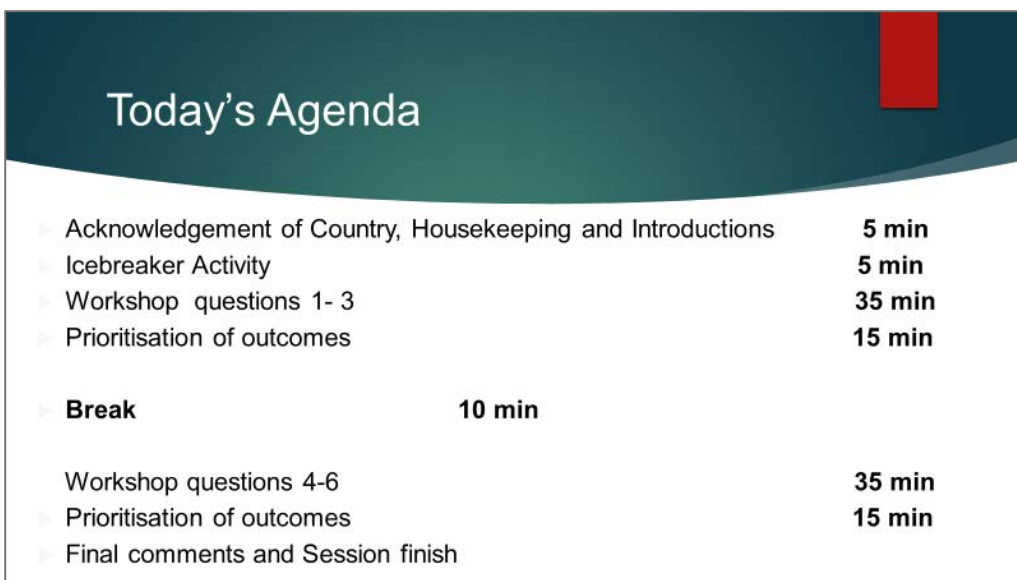
# APPENDIX 12 — Focus group presentation/agenda



Inclusive Communities for Everyone

## 2021-2024 City of Joondalup Access and Inclusion Plan Consultation

The slide features a collage of six photographs on the left side, depicting various community and accessibility initiatives. The top photo shows a woman kneeling to talk to a young girl. Below it, a group of people, including a man with a dog, are gathered outdoors. The bottom row includes photos of people interacting with a dog, a group of people at a table, and a group of people outdoors.



## Today's Agenda

▶ Acknowledgement of Country, Housekeeping and Introductions	<b>5 min</b>
▶ Icebreaker Activity	<b>5 min</b>
▶ Workshop questions 1- 3	<b>35 min</b>
▶ Prioritisation of outcomes	<b>15 min</b>
▶ <b>Break</b>	<b>10 min</b>
▶ Workshop questions 4-6	<b>35 min</b>
▶ Prioritisation of outcomes	<b>15 min</b>
▶ Final comments and Session finish	



# Acknowledgment of Country



(continues)

# Housekeeping and Introductions

# Icebreaker Activity

## About the City's Access and Inclusion Plan

The City strives to create accessible and inclusive communities for everyone, one way this is done is through its Access and Inclusion Plan (AIP).

The AIP is due for renewal, so we are here to gain feedback into to assist us in implementing the desired outcomes of the AIP.

The **seven legislated outcomes** are in the areas of:

- Events and services
- Buildings and facilities
- Information
- Customer service
- Complaints
- Public consultation
- Employment

(continues)

## About Today's Session

We have six (6) questions to discuss with you all today to better inform the City's new Access and Inclusion Plan.

We will spend about 10 minutes discussing each question. Please feel free to contribute via the discussion/chat box if you don't want to say anything.

Your input will help develop the new Access and Inclusion Plan 2021-2024, which will be published in late 2021.

We thank everyone for their participation today, however, please note that it may not be possible to implement all ideas and feedback we get.

## About Today's Session

We will break the session today into two sections, with each section covering three (3) of today's questions.

After the first three (3) questions are discussed we will prioritise the discussions points via online poll, similar to what we did in the Icebreaker Activity earlier.

We will have a short break after the first set of three (3) questions and prioritisations.

After the break we will continue with the final three (3) questions. Once we have discussed each question, we will again prioritise the discussions points via online poll.

## Question 1: Physical Accessibility (2-part question)

From your perspective what are physical barriers or issues faced by people with disability in accessing

- ▶ **Buildings** (for example: the library, community halls, leisure centres etc.)?

(continues)

### Question 1: Physical Accessibility (2-part question)

From your perspective what are physical barriers or issues faced by people with disability in accessing

- ▶ **Public spaces** (for example: Parks and open spaces, beaches etc.)?

### Question 2: Suggestions on New or Improved Infrastructure

Do you have any suggestions for **new infrastructure or capital works projects** to make the community more accessible and inclusive?

(For example: Accessible playgrounds, accessible beach matting or ramps etc.)

### Question 3: Employment

How can the City increase employment opportunities for people with disability?

(continues)

## Finding your priorities: Poll participation.

## Quick Break (5 minutes)

### Question 4: Access to Information

How can the City improve **access to information**?

(For example: better website, more printed material, more translated information etc.)

(continues)

## Question 5: Participation and Inclusion

Please suggest ways that the City of Joondalup can assist people with disability to be **more involved or active in their community?**

## Question 6: Participation and Inclusion

What do you think are the **3 most important issues facing people with disability or other barriers** in the City of Joondalup?

Finding your priorities:  
Poll participation.

(continues)


## Final Comments


We thank everyone for their participation today, however, please note that it may not be possible to implement all ideas and feedback we get.

We encourage you to also complete a survey for further input.



# APPENDIX 13 — Community Consultation webpage

For Residents For Business For Visitors MENU



Home / Organisation and Council / Community Consultation / Revision – Access and Inclusion Plan

## Access and Inclusion Plan

Categories: [Community Consultation](#)

Published on 04/02/2021

[Disability and Inclusion](#)

The City of Joondalup is developing a new Access and Inclusion Plan 2021–2024 which aims to address physical accessibility and social inclusion for everyone visiting, working or living in the City of Joondalup.

Development of an Access and Inclusion Plan is a requirement of local government under the Disability Services Act 1993. A link to the City's existing plan can be found below.

The City is seeking community feedback on how well it is currently addressing access and inclusion concerns, and what improvements still need to be made. The City is particularly interested in access and inclusion around:

- City services, events and information
- Community buildings
- Recreational facilities
- Parks
- Pathways
- Beaches

To provide feedback, please complete the online survey. For further information, or to obtain a hard-copy survey form, please contact the City's Access and Inclusion Officer.

[ONLINE SURVEY FORM](#)

Submissions accepted: Thursday 4 February 2021 – Wednesday 3 March 2021

Related Topics

[Consultation Disability Access Inclusion CaLD](#)

Documents and Downloads

[2018-2021 Access and Inclusion Plan \(pdf 1289 KB\)](#)

**i** Access and Inclusion Officer  
9400 4226  
[info@joondalup.wa.gov.au](mailto:info@joondalup.wa.gov.au)

[Subscribe to our eNewsletter](#)

**Related Online Services**

- > [Community Consultation on Planning Applications – Submission Form](#)
- > [Join the Community Engagement Network](#)



# APPENDIX 14 — Joondalup Voice item (Joondalup Times, 4 February 2021, p. 11)



## Mayor's Column – Hon. Albert Jacob JP



### COVID-19 update – a message from your Mayor

I'd like to take this opportunity to thank you all for playing your part in helping keep our community safe by staying home during this lockdown period.

It's vital everyone complies with all State Government directives to prevent community spread of COVID-19.

The health and safety of our residents remains the City's priority, and the City asks all of its residents to stay home for the duration of the lockdown unless required to work (if unable to do so from their workplace or remotely), shop for essential items, medical or health care needs, or to exercise within their own neighbourhood for one hour per day.

If you must leave the house, you are required to wear a mask when outdoors.

Although the lockdown may have come as a shock to many members of our community, this is not an entirely unexpected scenario.

Prior to lockdown, our City put into place a number of contingency plans, ensuring we could still provide our community with essential services such as waste removal - where it is business as usual (kerbside collections, bulk hard waste, bulk greens waste).

The City's AGM – which was to have taken place on **Tuesday 2 February** – will now be rescheduled. Decisions about other City-run events will be made in due course.

The lockdown has coincided with high temperatures and many people have been visiting our local beaches to escape the summer heat. A reminder, if you are at one of our beaches during lockdown, you must wear a mask. You can, however, take it off in the water.

All City playgrounds, skate parks, leisure and gym facilities and libraries are closed until further notice, as well as the City's administration building and stairway structure at Whitfords Nodes Health and Wellbeing Hub. All facility bookings, outdoors and indoors, have also been cancelled.

Residents are encouraged to regularly consult the City's website and social media channels for updates.

In closing, help is available for the most vulnerable members of the community – particularly the aged and those that live alone. We'll get through this challenge together and come out stronger as a community on the other side.

Our mental health is just as important as our physical health and it is important for everyone to look after yourself and check in on those around you. As a gentle reminder to do so, the City has this week painted a blue tree on the corner of Marmion and Warwick Road, in the car park of the Duncraig library.

Please practice good hygiene and social distancing when in public or in the workplace.

Further information regarding COVID-19 can be found on the State Government's Department of Health website at [ww2.health.wa.gov.au](http://ww2.health.wa.gov.au)

Should you have any questions on City matters, please email [info@joondalup.wa.gov.au](mailto:info@joondalup.wa.gov.au) or call **9400 4000**.

Stay safe all.

## Shaping your local community

### Developing a new 10-Year Strategic Community Plan



The City of Joondalup is planning for the next 10 years and wants your big ideas to help build a vibrant and positive local community. Complete the online survey now and/or register to attend one of the community workshops\* below.

#### Central Community Workshop

Thursday 18 February 2021  
6.00pm – 8.00pm  
Warrandyte Park Clubroom, Craigie

#### North Community Workshop

Monday 22 February 2021  
6.00pm – 8.00pm  
Connolly Community Centre, Connolly

#### South Community Workshop

Wednesday 24 February 2021  
6.30pm – 8.30pm  
Percy Doyle Clubroom, Duncraig

\*Workshops will be held subject to COVID-19 state government directives.

Find out more by visiting the Community Consultation section of the City's website at [joondalup.wa.gov.au](http://joondalup.wa.gov.au)

## Community Consultation Access and Inclusion Plan

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Submissions accepted: Thursday 4 February 2021 – Wednesday 3 March 2021.

#MYJOONDALUP City of Joondalup LIBRARIES

## FOR HOME

AUDIOBOOKS AND E-BOOKS  
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To access all the Libraries online resources visit [joondalup.spydus.com](http://joondalup.spydus.com)



# APPENDIX 15 — Joondalup Voice item (eNewsletter)



Joondalup Voice Online

City of Joondalup

Joondalup Voice Online

3 February 2021

Call: 9400 4705

## Mayor's Column – Hon. Albert Jacob JP



**COVID-19 update – a message from your Mayor**

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Stay safe all.

## Shaping your local community



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Percy Doyle Clubroom, Duncraig

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Find out more by visiting the Community Consultation section of the City's website.

[View the consultation online](#)

## Community Consultation Access and Inclusion Plan



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Submissions accepted: **Thursday 4 February 2021 – Wednesday 3 March 2021.**

[View the consultation online](#)

(continues)

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[Visit joondalup.spydus.com](http://joondalup.spydus.com)

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# Community Consultation Access and Inclusion Plan

The City of Joondalup is developing its new Access and Inclusion Plan 2021 – 2024.

To provide feedback, please visit the Community Consultation section of the City's website at [joondalup.wa.gov.au](http://joondalup.wa.gov.au)

For further information, please contact the City's Access and Inclusion Officer on **9400 4226** or via email to [info@joondalup.wa.gov.au](mailto:info@joondalup.wa.gov.au)

Submissions accepted: **Thursday 4 February 2021 – Wednesday 3 March 2021.**



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# APPENDIX 17 — Poster

## Community Consultation Access and Inclusion Plan



The City of Joondalup is developing a new Access and Inclusion Plan 2021 – 2024 which aims to address physical accessibility and social inclusion for everyone visiting, working or living in the City of Joondalup.

To provide feedback, please visit the Community Consultation section of the City's website at [joondalup.wa.gov.au](http://joondalup.wa.gov.au)

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Submissions accepted: **Thursday 4 February 2021 – Wednesday 3 March 2021.**



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# APPENDIX 18 — Facebook post (11 February 2021)

 **City of Joondalup**  
3h · 🌐

We're developing a new Access and Inclusion Plan 2022–2025. It aims to address physical accessibility and social inclusion for everyone visiting, working or living in the City of Joondalup. Find out more and have your say here - <https://bit.ly/3q36QWi>

## Community Consultation Access and Inclusion Plan



4

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# APPENDIX 19 — Twitter post (11 February 2021)

**City of Joondalup** @City\_Joondalup · 6h

We're developing a new Access and Inclusion Plan 2022–2025. It aims to address physical accessibility and social inclusion for everyone visiting, working or living in the City of Joondalup. Find out more and have your say here - [bit.ly/3q36QWi](https://bit.ly/3q36QWi)

## Community Consultation Access and Inclusion Plan

Reply Retweet Like Share



## APPENDIX 20 — Verbatim responses

QUESTION: “Please describe any difficulties you had accessing these City services”

Note: Words that may identify respondents or contain offensive language have been removed and replaced with square brackets, ie [- - -]. Minor alterations have been made to spelling/grammar to enhance readability.

<b>Verbatim responses — Please describe any difficulties you had accessing these City services (N = 27)</b>
<i>Leaflets for short courses at Duncraig Leisure Centre were not available in advance and booking was limited to time slots, and booking priority given to existing users of the particular course. Maybe fair enough, but indicates a shortage of courses at Duncraig Leisure Centre.</i>
<i>Push back from Rangers when something involves more work from them, or more confrontation, they push back on resolving the issue. Sometimes calling me back for more detail for a report that they don't physically come out and assess.</i>
<i>Craigie Leisure Centre is extremely tight for my wheelchair to get though the access gates to the pool area.</i>
<i>No problems — staff extremely helpful — Library emails are excellent.</i>
<i>I cannot walk far or quickly and cannot rely on others for support. I use services that have ready access to parking and most of these are in small shopping and business precincts.</i>
<i>I have not had any difficulties</i>
<i>Building section aren't very helpful.</i>
<i>I would have liked a person from the Parks and Environmental Department to attend an open residents' meeting, to discuss the issue of parks and climate change etc, but the Council declined request.</i>
<i>Craigie Leisure Centre allocate too many swim lanes to squads, thereby limiting access to the general public. More consideration should be given to the general public during peak times, e.g. 4.00 pm to 8.00 pm. This is the time most people are returning home from work and wish to utilise the pool for exercise. Restricting the general public to 3 lanes is fair.</i>
<i>I had a large snake in my garage, and I called the Rangers to assist, which they couldn't and told me to call the wildlife number which went to voicemail. I do think the City needs to have a better policy for managing wildlife which comes into people's homes.</i>
<i>Took polystyrene to Wangara Greens (closest to me) as they accept it there, but was told that because I don't live in Wanneroo, they wouldn't accept and had to take to Tamala Park. Ridiculous!</i>
<i>The path around Mawson Park is too narrow in some places.</i>
<i>Shops — because of parking meters.</i>
<i>Unable to access dedicated disabled toilets. The disabled toilets are included with family toilets and a disabled person can't wait while a whole family get changed. There needs to be dedicated toilets only for people with a disability.</i>
<i>No problems, but there appears to be a shortage of Rangers as it always takes a long time for them to attend.</i>
<i>Parking at the library for disabled and or any elderly is difficult. Seating for the aged at local parks is not good, especially at Neil Hawkins area. In fact, many parks do not have enough seating arrangements.</i>
<i>Rangers...very poor attitude and response to duty of care, regarding rocks and bricks on verges. Also why do I need to initiate complaint to get Rangers to perform. Do they drive around with their eyes and ears closed? Geez...see a hazard — deal with it before it needs a complaint.</i>
<i>Building and Approval Services' rules are like shifting goal posts and the changes are arbitrary. What other people were able to build in the immediate area, I was not allowed to build. Common-sense is lost to officiousness. Also, all the rules and hoops I had to jump through are relaxed and ignored when it comes to planning and building the Marina. Inconsistency can reign when zone rules can be changed willy nilly to suit the Council's projects.</i>



<i>The CoJ website could have a better search engine and/or those loading documents onto the site a better more customer (layman) focus on word search facility forming part of the search program.</i>
<i>Difficult using skip bins. Not worth ordering a skip bin for one or two small items, so it goes in the red bin.</i>
<i>City Rangers and/or the office staff who filter we peasants who request their "services" are less than 50% acceptable. They fail to realise they are employed to discharge Council responsibilities. Not to offer responses that would embarrass a 5 year old, not break Council rules themselves, not to duckshove (ie refuse to answer when they are clearly responsible for an issue but refuse to take ownership). Perhaps when you recruit these people you might have the perspicacity to check if they are actually literate, as they often obvious can't read even words of one syllable. Or simply can't be bothered to. It is a real disgrace.</i>
<i>I don't believe the Council was at all helpful regarding a neighbour's palm seeds dropping by the bucket*-load into our yard...they should be able to do more to intervene.</i>
<i>Do not have bandwidth to access digital e-sources from my home computer.</i>
<i>I am unable to drive due to my disability. I have difficulty disposing of large bulky items like cardboard boxes, mattresses, used white goods, because there are no bulk roadside collections and I can't get to Rubbish Disposal and E-Waste Disposal locations. I am unable to access the Leisure Centres without assistance, due to the layout, due to personal safety and personal trauma.</i> <b>[multiple responses]</b> <i>I have used the Snap Send Solve APP to report vehicles parked on footpaths. I am unable to drive, so it is difficult to get rid of either large rubbish items (like boxes or mattresses) or e-waste, as I can't drive to places that accept e-waste or bulk rubbish.</i>
<i>You're bound by law I suspect, but I struggle to accept the value of pool inspections. To think the State Premier recently recommended we use common-sense, it would be nice if the same maxim could be applied throughout society.</i>
<i>Would prefer roadside general waste collection once a year to skip bin method.</i>
<i>Delays with getting our plans approved because the person wanted to wait for new regulations that would prevent our plan being approved.</i>

## APPENDIX 21 — Verbatim responses

QUESTION: “Do you have any further comments on how the City can further improve access and inclusion or any other access and inclusion issues you would like to identify?”

Note: Words that may identify respondents or contain offensive language have been removed and replaced with square brackets, ie [- - -]. Minor alterations have been made to spelling/grammar to enhance readability.

### Verbatim responses — Do you have any further comments on how the City can further improve access and inclusion or any other access and inclusion issues you would like to identify? (N = 54)

*Pay parking in Joondalup has been a huge disadvantage to using Joondalup City Centre. The parking ticket machines at Joondalup Private Hospital are hard to read and very confusing with payment instructions, let alone the cost per hour. 4-hour parking at Joondalup Shopping Centre is not enough signs for people not used to the shopping centre. Also 4-hour parking is not enough time for people to make a day's outing in Joondalup, e.g. shopping, lunch, and a movie. Visitors from overseas were fined, not knowing it was a 4-hr parking limit, when they spent a day out to visit Joondalup city for shopping and entertainment. On a personal level, the increase in paid parking, and finding parking, is a reason I do not use Joondalup city, unless I have to. Mostly hospital visits to people in hospital.*

*I would like to raise the lack of water fountains at parks especially the human and dog combo variety...I walk my dogs at Blackhall and Warrigal Parks and there are no water facilities — I bring my own and many a hot day my dog's travel water bowl is shared with all the dogs at the park. Please please please install at least 1 water fountain in each park.*

*There are still significant sections of pathway that are in very bad condition — some I have been bringing to the Council's attention for many years now, like the path alongside the south side of Whitfords Avenue between Blaxland Way and Hunter Way. That's a major route between Whitford City and the train station, but it's a disgraceful path. In most other ways the Council has been very responsive to queries and requests, which is great. Kudos to the Ranger Services and their action on cars parked over footpaths.*

*Increase advertising of City events/festivals on TV, radio, email etc.*

*Shopping centres — Warwick Grove. Problem with ACROD parking both at Beach Road and Erindale Road sides. Erindale Road side has a fence so all people have to walk behind cars and are not able to go straight onto a footpath. A very busy shopping centre road and regularly small trucks are going past the disabled. Beach Road side ACROD parking doesn't have straight access to the footpath, instead they have to walk behind the car onto a path crossing a road. There is 15 minute parking for the public where ACROD could have priority.*

*Access and inclusion in more social events for seniors and help to get there safely.*

*Ensuring that there are continuous paths and walkable verges on all verges, with continuity of correctly designed and installed tactile ground surface indicators. This is particularly relevant to HOA areas where verges are no longer walkable despite the whole idea that HOAs are to encourage walking.*

*Some of the footpaths around Duncraig are in a dangerous condition. I actually tripped over an uneven area and fell, hurting my wrist. I know Council seems to check them occasionally but currently footpaths on Wandoo Road (around 15–17 or so) are dreadful, especially where they're across crossovers.*

*Free parking for seniors as some have health issues but do not have a disability sticker for their cars.*

*I would love to see more outdoor gyms at the parks so people can exercise while visiting their local park area.*

*Baby changing facilities at major locations would be beneficial, e.g. Mullaloo Beach Park with appropriate disposal units.*

<i>Make more ACROD bays available and make sure that people who do not have permits are shown the error of their ways by way of a fine etc. Make parking in the city free for those with ACROD permits, like the Fremantle has done, if there is no ACROD bay near to where you have to go, and there is a normal parking bay, if you have an ACROD permit you can park there for double the posted time for no cost (placement of payment machines are usually too far away in Joondalup for those less able).</i>
<i>There needs to be ready access to public toilets at parks. For example, Melene has a time lock day hours toilet block, but Seacrest, which has a large, combined meeting room and storage and other facilities, does not allow general public access to its toilets unless one has a key. This is a design oversight. Can the building, and others like it, be altered, or a separate toilet block be built? There are other parks like this.</i>
<i>Build public toilets at Iluka Park. Seriously, so many events held here — weddings, functions — but no dunnies. I live local and am not opposed to dunnies. Dual use cycle paths need to be wider, ie coastal path. Speed limit signs for cyclists need to be installed. If someone is in front of you, they have the right of way, signs would be great. The speed at which bikes are flying along the coast is a death waiting to happen. It is pushing elderly and those with young children off paths. I am a responsible bike rider, but the idiots will ruin it for everyone. The same for the Joondalup Lake dual use path— when a cyclist is training at speed, it is dangerous to all other users. Lycra loonies.</i>
<i>I love living in the City of Joondalup — ocean, lake, regional parks, fresh air, trees, walking paths.</i>
<i>Why only three above? Would have preferred to prioritise by number.</i>
<i>Finish beach front pathway from Burns Beach to Mindarie — small section incomplete.</i>
<i>Less defensiveness, more transparency.</i>
<i>Requesting a footpath in Manito Court (on the side of the street lights). I have, over a year ago communicated my concerns, recommendations about the footpath in Manito Court. I was given an opportunity to give my personal and professional opinion. This was followed by dead silence — no follow up and no resolution. At the time, I was injured and unable to drive, and I found the pathway totally non-existent. I also became more aware of the needs of the young and ageing community in my street. Suffice to say, I am most dissatisfied.</i>
<i>Multi-use path problems that require attention:</i>
<i>i) Pedestrian danger from continuing cyclists at intersections between beach paths and combined paths.</i>
<i>ii) Cyclist/pedestrian danger from meandering walkers (often with ear pods) on combined paths.</i>
<i>The cycle way from Burns Beach to Mindarie is taking far too long. How long has it been in the planning????? Priority it seems from my viewpoint has been directed to the Ocean Reef Marina.</i>
<i>Build a dedicated running track at one of the ovals.</i>
<i>I am hoping that the Council finally adopt a bike plan to match the issues and requirements from the under 17s. And I sincerely hope that they listen to residents. As a resident, a primary stakeholder, I sometimes get the impression that I am last person who the Council want to talk to. I am very disturbed by the lack of vision for communities, particularly with the unsustainable infill which is taking place across COJ, and the lack of democracy.</i>
<i>I found this survey not relevant to my issues. My issues relate to pedestrian or wheeled access to Warwick shops from Dorchester Avenue. When will the City require Warwick shops to provide safe, paved access separated from the current vehicle access alongside the cinemas and fast food outlets? The very narrow 'toe path' beside the roadway is inadequate and not safe, and cannot be accessed by a person with a walker or wheelchair. Thank you for the opportunity to comment.</i>
<i>Whilst I understand there is sand at the beach and I am prepared to take the challenge, I find the heavy build-up of sand on the pathway exacerbates my disability. I would like the City of Joondalup to place pressure on the State Government to upgrade the facilities at Greenwood Train Station. When the lifts are out of action, it makes getting on and off the platform very difficult for people with disabilities.</i>
<i>As previously noted, Mawson Park outer path requires widening so that people can pass bicycles, prams and dogs without walking on rough or uneven ground.</i>

<p><i>I am disappointed that the City of Joondalup does not have an access and inclusion group consisting of people with experience of disabilities. A co-design working group that can provide advice to the City of Joondalup on aspects of the various services, supports and programs that impact on people with disabilities.</i></p> <p><i>[multiple responses] I have been disappointed for a number of years that the City of Joondalup has not had an Access and Inclusion Group with stakeholders representing various aspects of access and Inclusion. The assumption that the City of Joondalup "knows all" is an incorrect assumption.</i></p>
<p><i>More ACROD parking spaces.</i></p>
<p><i>The dual cycle/walking path on Westcoast Highway is just too small to cater for walkers and cyclists. It should a walking path only and the road widened to cater for cyclists.</i></p>
<p><i>Involve people with disability in planning and running events, particularly people with intellectual disability and autism whose needs are often overlooked.</i></p>
<p><i>Get rid of parking meters. Good move appointment of new CEO.</i></p>
<p><i>Older residents' resources.</i></p>
<p><i>Including local (residents from Joondalup City) musicians and performers at organised City events.</i></p>
<p><i>Ensure smooth/even/not too sloped pathways to places regularly visited, e.g. beaches/toilets, for easier access by elderly people (to reduce falls risk). Ensure bus parking with enough space for bus hoist to be used for people using wheelchairs.</i></p>
<p><i>More concern for vision impairment disability, especially with respect to safety, transportation, ease of movement in street and within buildings, and communication.</i></p>
<p><i>Listen to people and act instead of putting their heads in the sand so that they actually don't have to do anything. Easier to say no that's do something pro-active.</i></p>
<p><i>I have lived here for 35 to 40 years and would love to take a walk to the park (Lysander) but there are no seats and no toilets and it needs a little fence around the kids' playground so my dogs can have a run.</i></p>
<p><i>People with physical disabilities have a hard time accessing the beaches — and beaches are the best part of living in (or visiting) the City of Joondalup. Disabled parking needs to link to change rooms which need to link to beach matting and a safe place to swim.</i></p>
<p><i>Some concert events don't have enough ACROD parking. At a Valentine's Concert, I left early. A man in a golf buggy drove me to my car. Next time I'll take an Uber.</i></p>
<p><i>The footpaths around Heathridge are absolutely shocking and raise major concerns about accessibility for disabled, elderly and one pushing a pram. The level of neglect from the Council is strange compared to other areas, such as Woodvale, that have a high level of maintenance and the same rates are being paid!</i></p>
<p><i>Non-driver — the accessibility via public transport is important to me.</i></p>
<p><i>I would like adult training stations in parks, pull-up bars, dip bars and sit-up station, etc. Adults could get more out of the open spaces.</i></p>
<p><i>Some of the paths through Craigie are very trip prone. Makes it hard for the kids scootering as they keep falling over.</i></p>
<p><i>Better beach access (access to water for people with mobility issues).</i></p>
<p><i>Work with other local government authorities on striving for universal (common) access and inclusion strategies across the Perth and regional local government areas. This would result in effective, efficient, timely and more broadly accepted and cost efficient outcomes for the sector and the public...rather than a piecemeal, inconsistent, confusing and costly (duplication) approach taken by each local government authority which can have a detrimental impact on State and Federal programs like NDIS, etc. It is the whole community that you need to focus on as people move between local government areas through their lives and business pursuits.</i></p>
<p><i>I am a cyclist and really appreciate the cycle paths and many wide pavements and the accessibility of beaches and parks. Thank you. Makes my life happy, safe routes, nice paths. All good. Keep it up. The Duncraig Library is great, also Woodvale and Whitfords. Thank you. All staff are very helpful. A great resource. Go well Shire of Joondalup!</i></p>
<p><i>Consider wheelchair access when opening new sites, e.g. containers for change initially had no wheelchair access or ramps for prams.</i></p>

<p><i>Joondalup has many kilometres of coastline, yet there is only one dog beach! My pooch and I loved to go there, but it has become so busy that it is very stressful for me (too many aggressive dogs), and I am no longer able to go. Beaches should allow dogs before and after a certain time, i.e. 6 pm, and during the winter. Please, it helps me to walk on the beach and makes a huge difference to the way I feel.</i></p>
<p><i>Stop Avoca Café from placing tables and chairs out in the middle of the adjacent pathway. They block access to shopping centre.</i></p>
<p><i>Conditions of footpaths need to be monitored better. Some paths have big tree roots lifting the path and causing massive humps and breaks that make wheelchair use very difficult around these points.</i></p>
<p><i>Why can there just not be standard flush kerbs everywhere, so we don't have to depend on somebody to take us up or down the kerb? Even the access slopes are too steep at some places. Why can you not just have everything standardised in the whole City of Joondalup? The new parking at Burns Beach has flush kerb access for able bodied people — why? The ACROD bays have giant kerb access and the access slope's gradient is steep — why?? I only recently got the chance to go to Mullaloo Beach this year. It has the most inaccessible accessible path to the beach: the slope is way too steep; the matting is super uneven. Cottesloe Sculptures by the Sea have better matting.</i></p>
<p><i>Uncontrolled dogs pose a particularly difficult problem for people in wheelchairs or on mobility aids, as these people cannot defend themselves when accosted by a dog not on a lead. Being jumped up on or otherwise disturbed by a dog can be frightening or cause a fall in such a situation. Please continue to implement the Dog Act through signage and Ranger patrols, and not permit dog owners to let their animals run free in public places.</i></p>
<p><i>Employing a disability support person to provide some support to families and community groups (e.g. carers' groups) in the area and help people with disability access the community. Thanks 😊</i></p>
<p><i>Boosting pedestrian, cycling and public transport access across the City of Joondalup.</i></p>