

# Access and Inclusion Plan

2018 – 2021

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# 1. Background

## 1.1 About the City of Joondalup

The City of Joondalup is in the fast-growing northwest corridor of Perth, with its southern boundary located just 15 kilometres from the Central Business District of Perth. With a population of 160,995 and a total land area of approximately 99 square kilometres, the City is one of the largest local governments in Western Australia by population. Joondalup is bordered by the City of Wanneroo to the north and east, the City of Stirling to the south, and the Indian Ocean to the west.

## 1.2 What is Access and Inclusion

Under the *Western Australian Disability Services Act 1993*, Local Governments are required to develop and implement a Disability Access and Inclusion Plan to ensure people with disability have equal access to services and facilities. The City of Joondalup's (the City) *Access and Inclusion Plan* fulfills the requirements of the Act.

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 and backgrounds.

The City has strategies across all 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. Further strategies aim to foster a feeling of belonging, helping people of all abilities and backgrounds engage and connect within our community.

### 1.3 Diversity in Joondalup

Data from the Survey of Disability, Ageing and Carers 2015 (ABS) shows that 18.3% of Australians live with a disability and 16% have limitations or restrictions in core activities, schooling or employment.

The Survey of Disability, Ageing and Carers 2015 (ABS) could only provide sample data for the City of Joondalup. A national sample of 75,000 was taken and of these, only 138 were City residents. The 138 sample count was modelled to the Australian population of 23 million to arrive at an estimate of 22,400 City residents living with disability.

The 2016 Census (ABS) provides information on people with disability in the City of Joondalup who have a profound severity in their limitations or restrictions in performing core activities. Figures state 5,054 City residents have a profound limitation in performing core activities.

*\*Core Activities – communication, mobility or self-care, on four levels of severity:*

- *profound limitation (people with the greatest need for help or who are unable to do an activity)*
- *severe limitation (people who sometimes need help and/or have difficulty)*
- *moderate limitation (people who need no help but have difficulty)*
- *mild limitation (people who need no help and have no difficulty, but use aids or have limitations).*

20.5% of City residents are over the age of 60. As people age they are more likely to require assistance with everyday activities regardless of whether or not they have a disability.

37.8% of Joondalup residents were born overseas with 11.2% coming from non-English speaking backgrounds. The top four places Joondalup residents have migrated from are the United Kingdom, South Africa, New Zealand and Ireland.

### 1.4 Planning for better access

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

In 2008 Australia ratified the United Nations Convention on the Rights of Persons with Disability and in doing so agreed to join a global effort to “promote the equal and active participation of all people with a disability.”

The National Disability Insurance Scheme (NDIS) was launched in July 2013 and is a new way of providing personalised support for 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.

As an insurance scheme 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 services and supports
- Access community services and supports
- Maintain informal support arrangements
- Receive reasonable and necessary funded supports.

The NDIS agreement will continue to be rolled out in stages over different geographical areas. The North Metro area which includes the City of Joondalup will commence roll out in July 2018. NDIS rollout throughout WA is expected to be complete by 2020.

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

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



### 1.5 Progress since 2015

Since the adoption of the most recent *Access and Inclusion Plan* in 2015 the City has implemented many initiatives and made significant progress towards improving access for all. Some highlights include:

Way-finding signage which follow the printed accessibility guidelines and identify accessible facilities was installed along coastal walking-routes and in the City.

Five City parks had new Unisex Accessible Toilets installed.

Major redevelopments of five community facilities and the new construction of one. Included in the works across the six projects were the installation of Unisex Accessible Toilets, upgraded accessible parking, footpath connections to include a continuous accessible path of travel from the accessible parking into the building, ambulant facilities in male and female toilets, accessible showers and change facilities, and accessible spectator's facilities.

Upgrades to the stairs at entry points to Joondalup Library and Administration Centre to bring them in line with current standards.

Delivery of two sessions annually of Access and Inclusion training to staff that is specific to the work they do for the City.

The passenger lifts at Joondalup Library and the Civic Centre were replaced to provide reliable access to patrons with increased access requirements.

The Shepherds Bush walking trail was bituminised to provide a continuous accessible path of travel, and signage indicating the accessible walking paths was installed.

*"Thanks so much for all your hard work, I hope you realise how much this means to my daughter! Programs like this makes her feel content and secure in the community."*

**Accessible and Inclusive Communities participant**





An 18-month partnership with Inclusion WA led to the roll out of the Community Connect Sport and Recreation Program (CCSR). The program engaged 44 local sport and recreation clubs in mentoring and education to offer individuals from all backgrounds and abilities an opportunity to participate in local clubs.



The installation of the first Changing Place Facility in the North Metropolitan Area. The facility opened at Sorrento foreshore in December 2017.



The City's Youth Services team launched its Youth Truck, which is a purpose built mobile youth centre that includes a wheelchair hoist and is fully accessible.



Dadaa Arts was engaged for the Kaleidoscope Festival to provide audio interpreted tours of the festival to people who are blind or have low vision; 30 people participated in the audio tours of the Kaleidoscope Festival.

## How can the City improve access and inclusion in the future?

*“Try sensory friendly hours in leisure centres and other public buildings.”*

Consultation respondent



Upgrades to the Administration Centre including resurfacing the front stairs, adding new handrails and appropriate stair nosing with distinct colour contrast, installation of two additional accessible parking bays, upgrades to the existing accessible parking bays and resurfacing and re-grading the access ramp from the lower car park to the main Administration building.



The installation of universal accessible paths of travel to connect amenities and infrastructure in 12 parks. One of those parks also had an accessible BBQ, picnic setting and drinking fountain installed.



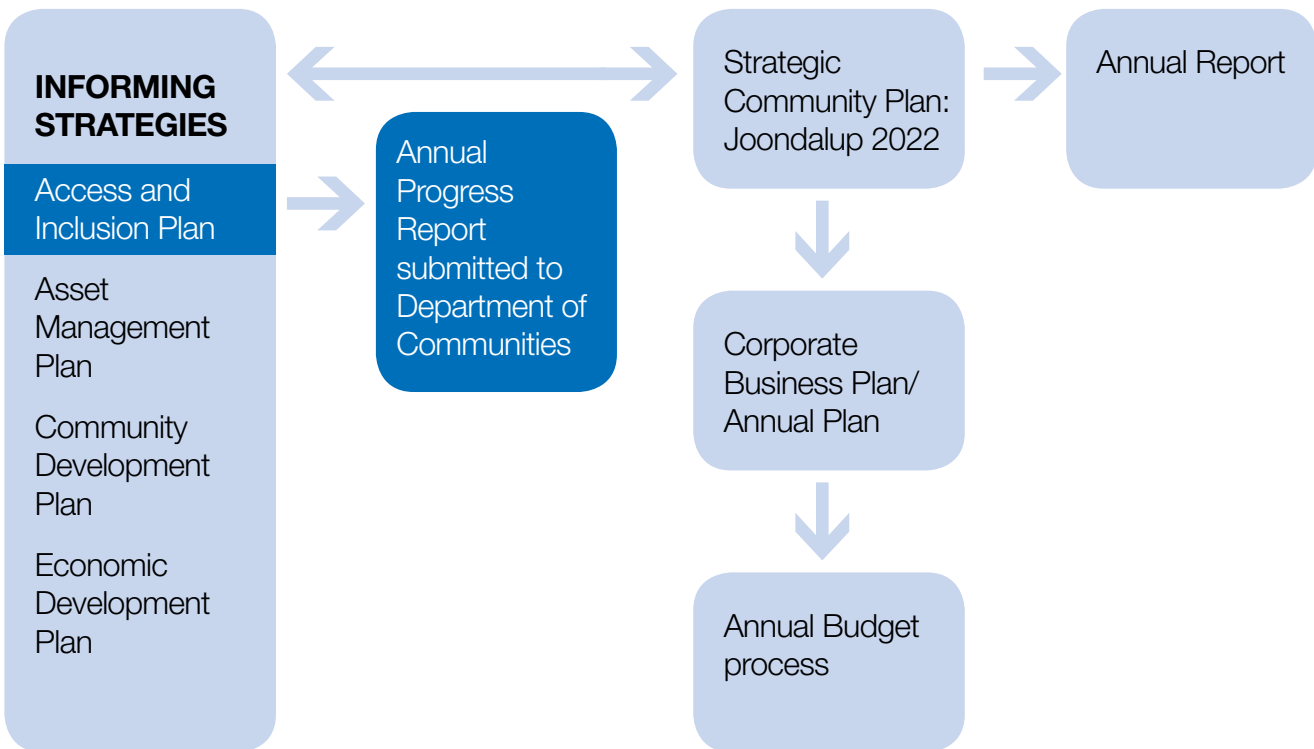
Significant upgrades to Duncraig Library including the installation of a Unisex Accessible Toilet, the refit of current male and female toilets to include ambulant facilities in both, and the redesign of the customer service counter including the installation of a height adjustable accessible desk.

### 1.6 Alignment of the Plan

The 2018-2021 Access and Inclusion Plan is a legislative requirement informed by the below legislation:

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

To ensure the City meets each outcome area of the *Access and Inclusion Plan* the implementation of this plan occurs through the broader Integrated Planning Framework as outlined below:







## 2.0 Access and Inclusion Policy Statement

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



## 3.0 Development and review of the Access and Inclusion Plan

### 3.1 Responsibility for the planning process

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

### 3.2 Community Consultation Process

Consultation for the *2018-2021 Access and Inclusion Plan* was open from 23 October 2017 – 22 December 2017. The consultation was advertised through:

- The Community Newspaper
- The City's website
- City social media platforms
- The Community Engagement Network
- Local Disability, Multicultural and Mental Health Organisations
- City networking groups
- Local schools and Education Support units.

Feedback could be provided in electronic or hard copy surveys, via phone, or attendance at one of three community workshops held throughout the consultation period.

Surveys were also promoted to City staff and a staff specific workshop was held.

In total 175 surveys were returned and 18 community members participated in community workshops. The feedback received through the consultation process has been analysed and incorporated into the development of new targets for the *2018-2021 Access and Inclusion Implementation Plan*.

### 3.3 Findings in the consultation

Feedback from this consultation indicates progress has been made in increasing access and inclusion in the community. In particular people who provided feedback were satisfied with the accessibility and level of customer service provided by City staff. Feedback indicated there were notable improvements to City infrastructure including carparks, path networks, increased accessibility at parks, beaches and City events.

Consultation feedback indicates the City can create more accessible and inclusive communities through the following:

- Increasing sensory friendly opportunities at City events and services;
- Providing accessible footpaths and kerb ramps;
- Providing accessible parks, playgrounds and beaches;
- Increase accessible parking, parking for parents with prams and parking for seniors;
- Increase the accessibility of City events by providing an accessible layout, signage, toilets and parking;
- Increase access to information by improving City websites and providing access specific information on events and services; and
- An organisational culture that recognises access and inclusion issues and focuses on opportunities for improving access and inclusion during the annual business planning cycle.



### 3.4 Responsibility for implementing the Access and Inclusion Plan

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

An internal document, the *2018-2021 Access and Inclusion Implementation Plan*, has been prepared to provide a clear breakdown of measurable actions and areas of responsibility for City business units to refer to, and work towards throughout the life of the *Access and Inclusion Plan*.

### 3.5 Review and evaluation mechanisms

A copy of the *2018-2021 Access and Inclusion Plan* will be submitted to the Department of Communities – Disability Services, following its endorsement by Council. The report will include a summary of actions achieved under the City's *Access and Inclusion Plan 2015-2017*.

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







### 3.6 Communicating the plan to staff and the community

The community will be advised through the local newspaper, the City's website and social media platforms that the Plan has been published with hard and electronic copies are available, as well as copies in alternative formats upon request. Alternative formats might include hard copy in standard and large print, electronic format, audio format, Braille or email.

Hard copies of the *Access and Inclusion Plan* will also be available at reception in the City's Administration Building and at all Customer Service Centres. Should the City amend the *Access and Inclusion Plan*, the community will be advised of the availability of updated plan using the same communication methods. As required by the *Act*, the *Access and Inclusion Plan* will be made available to all agents and contractors who are providing services to the public on behalf of the City.

The *Access and Inclusion Plan* will be made available to staff on the City's intranet. Managers, Coordinators and Team Leaders will work with the City's Community Development Officer – Access and Inclusion on the identification, implementation and evaluation of the action items and performance measures listed in the implementation plan. The specific actions and responsibilities of each business unit will be communicated to the Officers of each business unit by their supervisor.

## 4.0 Strategies to improve Access and Inclusion

The following are a set of new strategies which aim to increase access and inclusion in the community.

These strategies, along with a comprehensive implementation plan, will guide the actions that the City of Joondalup will undertake from 2018-2021.

*“We applaud the City of Joondalup for their progressive thinking and forward planning in installing a Changing Places facility at Sorrento Beach North. This ensures all people have access to the coast, regardless of ability.”*

**Changing Places user**





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

Strategy	Action	Performance Measure	2018/19	2019/20	2020/21	Responsible area
<b>Events offered by the City are planned to maximise physical accessibility and social inclusivity.</b>	General and specific physical access issues are considered and catered for at City events.	85% of items on the Access Institute General and Specific Access Issues Checklists for events are met.  Advice on specific and general access requirements of events is sought from the Community Development Officer – Access and Inclusion.	✓	✓	✓	All business units who manage and plan events.
<b>City services are delivered in an accessible and inclusive manner.</b>	Trial sensory friendly hours at City Libraries and Leisure Centres.	Sensory friendly hours are trialled three times in one quarter in a minimum of one library and one leisure centre.		✓		Library Services, Leisure Centres supported by Community Development.
<b>Develop links between the Access and Inclusion Plan and other City plans and strategies, and the budget planning process.</b>	Incorporate the objectives of the AIP into the City's strategic business planning, budgeting processes and all other relevant plans, policies, protocols procedures and strategies where applicable.	AIP objectives are incorporated into new City plans, strategies, policies, protocols and procedures where appropriate.	✓	✓	✓	Strategic and Organisational Development supported by all City business units.

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

Strategy	Action	Performance Measure	2018/19	2019/20	2020/21	Responsible area
<p><b>All buildings and facilities are physically accessible, and as a minimum, meet the BCA and Access to Premises Standards.</b></p>	<p>Audit and identify access barriers to buildings and facilities including:</p> <ul style="list-style-type: none"> <li>• Public buildings</li> <li>• Public toilets</li> <li>• Parks and reserves</li> <li>• Natural areas</li> <li>• Footpaths and kerb ramps</li> <li>• Accessible parking bays</li> </ul>	<p>A minimum of eight access appraisals on City buildings, facilities or infrastructure are undertaken annually.</p>	✓	✓	✓	<p>Community Development, Assets Management, Operation Services and Infrastructure Management Services.</p>
	<p>Council approves work to rectify identified barriers as part of the capital works program/budget.</p>	<p>Council approves work to rectify identified barriers as part of the capital works program/budget.</p>	✓	✓	✓	
<p><b>New and redevelopment works provide access to people of all abilities.</b></p>	<p>Investigate improving accessibility of beaches and foreshores through installation of beach matting or purchase of beach wheelchairs and provision of accessible parking, accessible toilets and change rooms.</p>	<p>Investigate the viability of accessible features and most suitable locations for these features.</p>	✓			<p>Operation Services, Infrastructure Management Services and Community Development.</p>
		<p>Include installation of approved accessible features in budget processes and explore funding options to assist with costs.</p> <p>Install approved accessible features at chosen locations.</p>		✓	✓	

Strategy	Action	Performance Measure	2018/19	2019/20	2020/21	Responsible area
<p><b>New and redevelopment works provide access to people of all abilities.</b></p>	<p>As a part of new or refurbished park and public open space facilities, 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.</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>Operation Services supported by Community Development.</p>
		<p>Accessible features are included in new and refurbished park and public open space facilities.</p>	✓	✓	✓	
		<p>Accessible play equipment is included in major playgrounds throughout the City.</p>	✓	✓	✓	



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

Strategy	Action	Performance Measure	2018/19	2019/20	2020/21	Responsible area
<b>Make City publications accessible to people of all abilities.</b>	Review, update and implement the City's 'Guidelines for accessibility of printed material'.	'Guidelines for accessibility of printed material' are reviewed and updated.	✓			Community Development and Marketing and Communications.
		90% of marketing material produced by or for the City meets the City's 'Guidelines for accessibility of printed material'.		✓	✓	
<b>Incorporate appropriate content into City's websites.</b>	Include a specific accessibility page/section on all City websites and event websites.	The new corporate website includes knowledge based articles on access and inclusion related topics.	✓			Marketing and Communications and Information Technology supported by Community Development, Youth Services and Leisure Centres.
		An accessibility page is added to the City's Leisure Centre website.	✓			
		An accessibility page is added to the City's Y-Lounge Youth Website.	✓			
		Event websites for City events include an accessibility page.	✓	✓	✓	

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

Strategy	Action	Performance Measure	2018/19	2019/20	2020/21	Responsible area
<p><b>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></p>	<p>Provide training on identified access and inclusion issues for staff twice per year. Eg. Training on accessible events, training on accessible websites.</p>	<p>Access and inclusion training is made available to staff twice annually.</p>	✓	✓	✓	<p>Human Resources supported by Community Development.</p>
	<p>Provide training on access and inclusion for Managers and Executives.</p>	<p>A minimum of 30 City staff members participate in access and inclusion training annually.</p>	✓	✓	✓	<p>Office of the CEO and Human Resources supported by Community Development.</p>
		<p>Provide two sessions over two years of access and inclusion training for Managers and Executives.</p>	<p>100% of Managers and Executives attend an access and inclusion training session within a two year period.</p>	✓	✓	✓

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

Strategy	Action	Performance Measure	2018/19	2019/20	2020/21	Responsible area
<b>Ensure that current grievance mechanisms and satisfaction survey forms are accessible to people with all abilities.</b>	Ensure a variety of means are available for customers to lodge a compliment or complaint with the City.	Alternative methods to lodge a compliment or complaint are provided upon request.	✓	✓	✓	All City business units supported by Customer Service.

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

Strategy	Action	Performance Measure	2018/19	2019/20	2020/21	Responsible area
<b>Improve access for people of all abilities to the established consultative processes of the City.</b>	Provide a variety of consultation feedback methods such as focus groups, interviews, surveys in person, by phone and online.	As part of consultative processes access and inclusion issues are factored in when designing feedback methods.	✓	✓	✓	All City Business Units supported by Strategic and Organisational Development.
<b>Improve community awareness about consultation processes in place.</b>	Encourage people of all abilities to join the online Community Engagement network, to receive information on consultations in areas of specific interest to them.	The Community Engagement Network is advertised on the City's website, social media platforms and when budget allows, in the local community newspaper.	✓	✓	✓	Strategic and Organisational Development.

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

Strategy	Action	Performance Measure	2018/19	2019/20	2020/21	Responsible area
<p><b>Review recruitment policies and practices.</b></p>	<p>Investigate viability of providing traineeships as a pathway to employment for people with disability and other barriers to employment.</p>	<p>Staff resources, funding and budget for supporting traineeships is investigated.</p> <p>Traineeships are implemented if proved viable through investigation.</p>		✓	✓	<p>Human Resources supported by Community Development.</p>
<p><b>Raise awareness about employment of people with disability.</b></p>	<p>Provide information to City staff about employing people with disability.</p>	<p>Provide information about the benefits of employing people with disability.</p> <p>An executive leadership meeting includes a presentation given by a person with lived experience of disability in relation to employment.</p>	✓	✓	✓	<p>Community Development.</p>

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

Strategy	Action	Performance Measure	2018/19	2019/20	2020/21	Responsible area
<b>Encourage local businesses and tourist venues to provide accessible facilities.</b>	Contact local businesses to promote the benefits of accessible premises and service delivery.	Information about the business benefits of good accessibility is promoted to the business community through a variety of methods which could include: Economic Development E-Newsletter, promoting external events and training on this topic to networks including the Joondalup Business Association.	✓	✓	✓	Economic Development supported by Community Development.
<b>Investigate and implement ways of encouraging and supporting access and inclusion in the community.</b>	City officers to support initiatives which encourage access and improve access and inclusion in the community.	Initiatives which encourage and improve access and inclusion in the community are investigated.	✓	✓	✓	All City Business Units.

## 5.0 Implementation

The City has developed an internal implementation Plan with specific strategies, actions, performance indicators, timeframes and responsibility areas that will be in place for the life of the plan. The purpose of the Implementation Plan is to guide the practical execution of the *Access and Inclusion Plan*, translating the strategic document into operational delivery.

The implementation plan is a live document which can be amended upon annual review. This includes 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.

This document will inform specific actions that ensure all practicable measures by City officers, agents and contractors are taken to adhere to the *2018-2021 Access and Inclusion Plan*. The City will provide a progress report annually to the Department of Communities- Disability Services on the progress of all listed strategies and actions even if removed or amended.

### What improvements has the City made?

‘The access to festivals and community events has made them easy and pleasant to attend.’

Consultation respondent







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