



Easy English



City of  
Joondalup

# Access and Inclusion Plan

July 2021 - June 2024

City of Joondalup

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

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



## Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

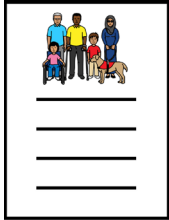
- read this book
- know what this book is about
- find more information.



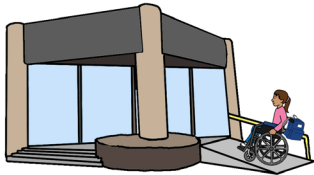


## About this book

This book is written by the City of Joondalup.

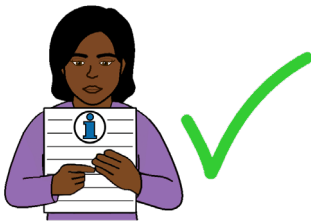


This book is about our  
**Access and Inclusion Plan.**

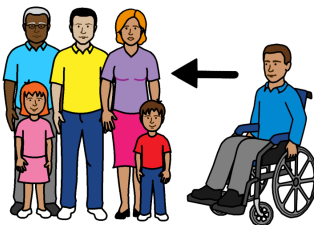


Access means everyone can

- use community places and buildings



- understand community information.



Inclusion means everyone is welcome to  
join in.

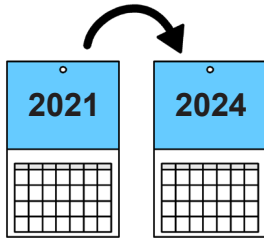
## About the plan



This is our plan to make our community more **accessible**.

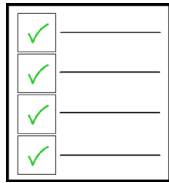


Accessible means it is easy to use for everyone.



The plan

- goes from July 2021 to June 2024.



- has 8 goals.



The goals say what we want to change to make our community better for everyone.

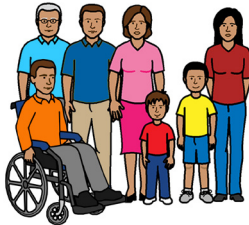
## Who is this plan for?



This plan is for everyone in the City of Joondalup.

This plan will help make our community accessible and inclusive for everyone.

For example



- people with disability and their families and carers



- older people



- parents with prams



- people with physical illness



- people with mental health conditions.



Our plan will also help people from **CALD** backgrounds.



CALD stands for culturally and linguistically diverse and includes people who

- do **not** speak English as a first language

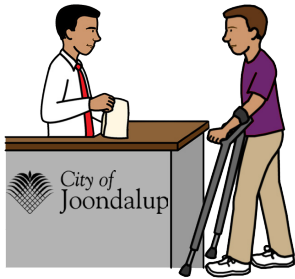


- were born in another country



- have parents from another country.

## Goal 1 Better services and events

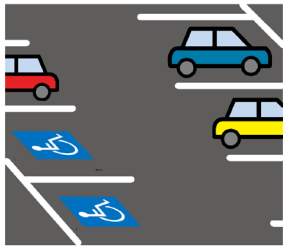


We want you to be able to use our services and go to our events.



We will

- make more activities physically accessible



- make sure there is accessible parking at events



- have events that more people can join and be part of
  - for example, music concerts



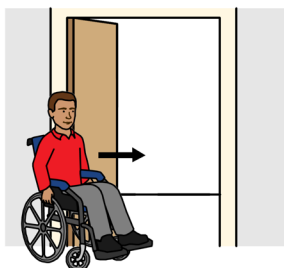
- make sure our youth programs meet the needs of young people with disability.

## Goal 2 Accessible places



We want everyone to be able to

- use our buildings and places



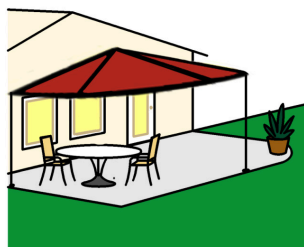
- move around our buildings and places.



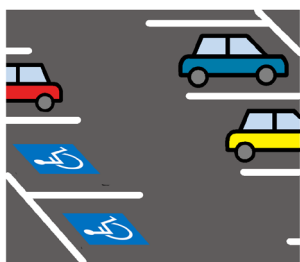
We will work to make things better.

For example

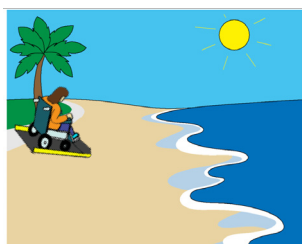
- automated doors and change rooms in new buildings



- accessible seating and shade at outdoor recreation areas



- accessible car parks



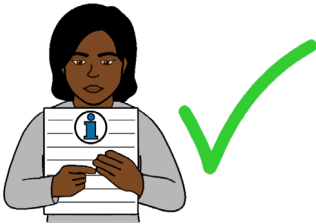
- access to beaches.



## Goal 3 Easy information



We want to write information that is easy to understand.



We will make our written information better.

We can give information in a way that works for you.



For example, we can give documents

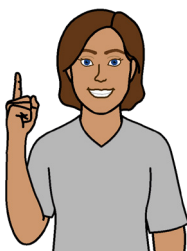
- in other languages
- on the computer
- on paper.



We will make our website easy to use.



We will make sure staff and community know about our accessible services and events.



## Goal 4 Good customer service



We want our staff to respect everyone.



We want to train our staff so that they give a good service to everyone.

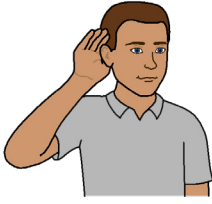


We will

- train our staff about access and inclusion
- train our **councillors** about access and inclusion.

A councillor is a person who makes decisions for the people in our community.

## Goal 5 Easy feedback and complaints



We will listen to **feedback** from everyone.



Feedback means you say what you think about our services.



We want you to be able to make a **complaint**.

A complaint is when

- you are **not** happy

and



- you tell us why you are **not** happy.



We will make sure that everyone who wants to can make a complaint.

## Goal 6 Have your say



We want you to have your say and be part of the choices we make.



We will make it easy to have a say about our city.

For example, putting information on our website and social media.

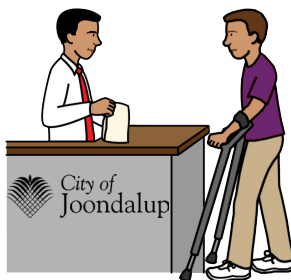


We will also make sure there are different ways people can give feedback.

For example



- by phone



- in person.

## Goal 7 Jobs for everyone



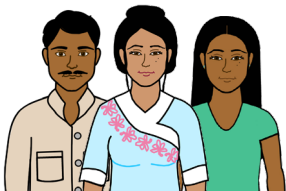
We want everyone to be able to work with us.



We will make it easy for everyone to apply for a job.

For example

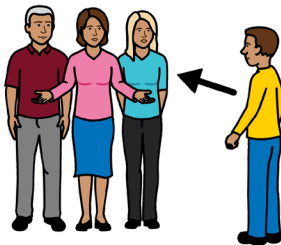
- people with disability



- people from other cultural backgrounds



- Aboriginal and Torres Strait Islander people.



We will also change our workplaces so that they

- are more accessible and inclusive



- give people the support that they need.

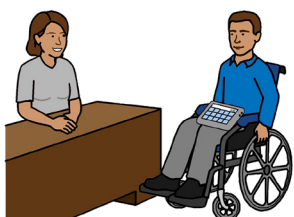
## Goal 8 More advocacy



Advocacy is when we listen to what you need and work with other people to help you get it.



We want to help the community understand problems with access and inclusion.

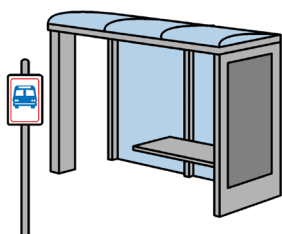


We will

- work with people with disability to look at access and inclusion issues



- support inclusive community groups



- work to make public transport more accessible
  - for example, have more shelters and seats at bus stops.



## We will check our work

We will look at the plan every year.



We will write a report about how we are doing every year.

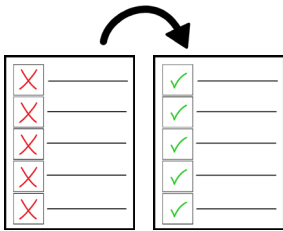


We will make sure

- we follow the plan



- the plan helps the community



- we change the plan if things do **not** help.

## More information



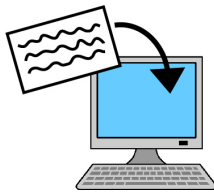
For more information contact  
the City of Joondalup.



Call 9400 4000



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



Email [info@joondalup.wa.gov.au](mailto:info@joondalup.wa.gov.au)



If you need help to speak or listen use the  
National Relay Service.

Call 1800 555 660



Website [communications.gov.au/accesshub/nrs](http://communications.gov.au/accesshub/nrs)



Give the relay officer the phone number you  
want to call.







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City of  
Joondalup





City of  
Joondalup

**T:** 08 9400 4000

**F:** 08 9300 1383

Boas Avenue Joondalup WA 6027

PO Box 21 Joondalup WA 6919

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

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