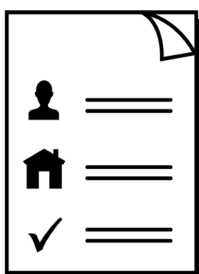




Access and Inclusion Plan

2022 to 2027



Easy Read

About this booklet



This booklet is from the City of South Perth.

In this booklet, **we** means the City of South Perth.



This booklet is written in a way that is easy to understand.



We add a star before and after ***hard words***. Then we explain what the words mean.



You can ask someone to help you read and understand this booklet.



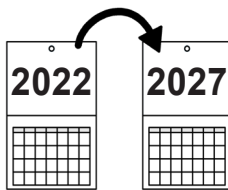
We respect that Aboriginal and Torres Strait Islander people were the first people to live on and look after the land in this area.

About our plan

We have an ***Access and Inclusion Plan***.



We will call it **our plan**.



Our plan goes from 2022 to 2027.

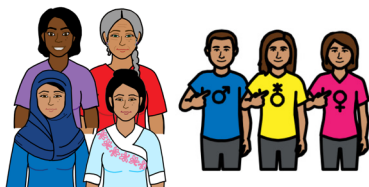


Our plan is for people who live in, work in or visit the City of South Perth.



Our plan says how we will make things better for

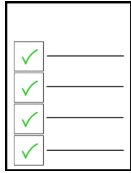
- people with disability



- people with different backgrounds



- people who are ***disadvantaged***
 - **disadvantaged** means different life challenges.

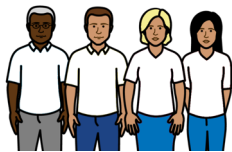


This booklet is a summary of our plan.



You can read the full plan on our website

www.southperth.wa.gov.au



We made the plan with help from

- our staff



- people in our community.

Why we made our plan

We made our plan to make sure people who live in, work in or visit the area



- have good access to services and places



- feel included in the community.

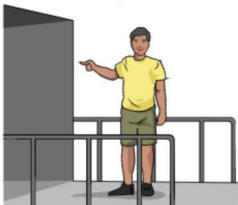
What our plan says

Our plan has 7 important goals.

1. Good access to events, programs and services

When we plan events, programs and services we will make sure they are

- accessible

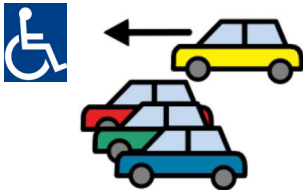


- inclusive.



For example

- accessible toilets and parking



- clear information for people with different backgrounds and needs



- ***concession*** programs
 - **concession** means you pay less for something.

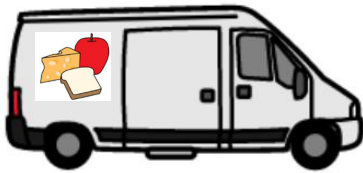


We will also make sure people from different backgrounds can be part of the community.

For example



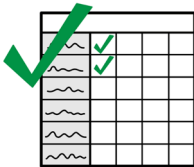
- inclusive sports programs and other activities



- support for people who have different life challenges



- fun events that bring people together.



We will read information about different people in our community to make sure we meet their needs.

2. Good access to buildings and places

When we plan our buildings and places we will make sure everyone can access them.



For example, we will

- have good signs and guides to help people access buildings and places
- have accessible paths from car parks to buildings
- have toilets that anyone can use and adult change rooms
- have good ramps to buildings and guides around the city
- have staff to help people with different needs in places around the community.

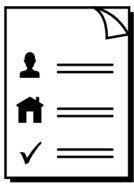


3. Clear information



We will write clear information about our services and programs.

We can give information in different formats when asked.

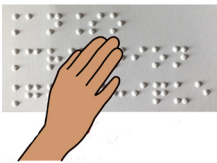


For example

- Easy Read



- information in languages other than English



- braille.



We will make our website accessible.



Our staff will help people with different needs.

For example, help to understand information.

4. Good customer service



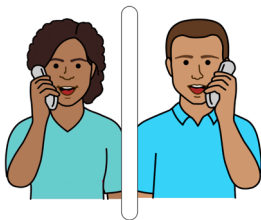
We will make sure our customer service policy has information about access and inclusion.



We will train our staff to support people with different needs.



Some staff will have special training to work with people who are disadvantaged.



People can contact us and talk to a staff member 24 hours per day.

5. Easy ways to give us *feedback and complaints*

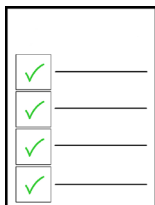


Feedback and complaints mean people tell us what they like or do not like about our services.

People can give us feedback and complaints in different ways.

For example, they can

- send an email
- talk to staff on the phone
- talk to staff in meetings.



We follow the rules about managing complaints.



We will find new ways to make it easier for people to give feedback and complaints.

6. Easy ways to *engage* with us



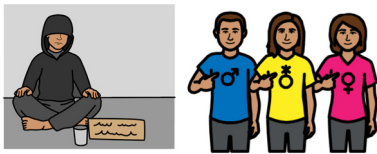
We **engage** with different groups to help us

- understand different needs in the community

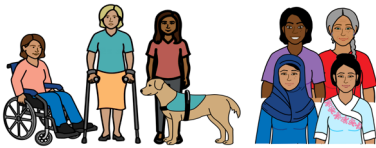


- make good plans.

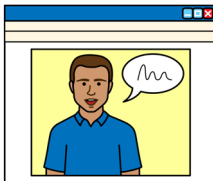
Engage means we share ideas.



We want to hear ideas from everyone.



We will find new ways to make it easier for people with different needs to engage with us.



7. Equal access to jobs



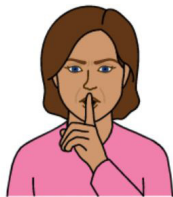
We want more people from different backgrounds to work with us.



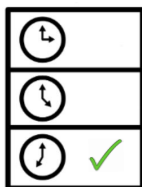
We will support people to do a good job.

For example, people might need

- different ways to work

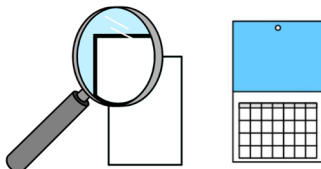


- a quiet place at work



- different work hours.

How we will check our plan



We will check our plan each year.



We will write reports about how our plan is working and make changes if needed.



More information

For more information contact the City of South Perth.

Call 08 9474 0777

Visit www.southperth.wa.gov.au

Email enquiries@southperth.wa.gov.au

If you need help to hear or speak, contact the National Relay Service.

Call 1300 555 727

Visit

www.communications.gov.au/accesshub/nrs

If you need help with other languages, contact the Translating and Interpreting Service.

Visit www.tisnational.gov.au

Easy Read Australia created this Easy Read document in July 2023
using Picture Communication Symbols (PCS). PCS and Boardmaker are
trademarks of Tobii Dynavox LLC. All rights reserved. Used with permission.

You must ask for permission to use the images in this document.

For more information, please visit www.easyreadaust.com.au