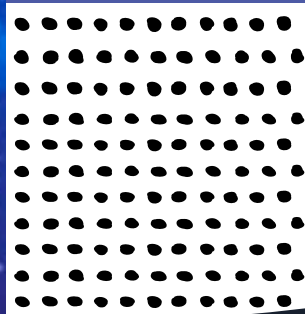




CITY OF SOUTH PERTH
**ACCESS AND
INCLUSION PLAN**
2022-2027



A CITY OF ACTIVE PLACES AND BEAUTIFUL SPACES





Acknowledgement of Country

Kaartdjinin Nidja Nyungar Whadjuk Boodjar Koora Nidja Djining Noonakoort kaartdijin wangkiny, maam, gnarnk and boordier Nidja Whadjul kura kura.

We acknowledge and pay our respects to the traditional custodians of this land, the Whadjuk people of the Noongar nation and the Elders past and present.



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First cover image: Sounds in the Park.
Second cover image: South Perth Young Writers Award.

Contents page image: International Day of Disability.



INTRODUCTION

The City of South Perth acknowledges the contribution of the City's Inclusive Community Advisory Group, City employees, community groups, stakeholders, local businesses and residents who have contributed to the development of this Access and Inclusion Plan.

This Plan is available in alternative formats upon request (braille, large print, electronic and audio).

For further information on the City's Access and Inclusion Plan:

City of South Perth
Cnr Sandgate Street and
South Terrace,
South Perth, WA, 6151
(08) 9474 0777
www.southperth.wa.gov.au

Other important universal accessibility services:

National Relay Service (NRS):
13 36 77
Translating and Interpreting Service
(TIS): 131 450



WHAT DO THE TERMS ACCESS/INCLUSION, DIVERSITY AND DISADVANTAGE MEAN?

Access

Access refers to the ability or right to enter, exit, communicate with, or make use of. It also refers to the removal or reduction of barriers (physical and attitudinal) to participate in the activities and functions of a community.

Inclusion

Inclusion is the process whereby every person (irrespective of age, disability, gender, religion, sexual orientation or nationality) can access and participate fully in all aspects of an activity or service in the same way as any other member of the community.

Diversity

Diversity is about what makes a community unique and includes our race, ethnicity, culture, socio-economic backgrounds, lifestyles, experiences, beliefs and interests.

Disadvantage

Disadvantage is an unfavourable circumstance or condition that reduces people's chances of success or effectiveness in life.

PEOPLE WITHIN OUR COMMUNITY

The City of South Perth Access and Inclusion Plan 2022–2027 (AIP) is for all people who live, work or visit the City of South Perth. The City strives to foster a community that is accessible and inclusive for all, including for:

- people with disability
- people from diverse backgrounds
- people who are disadvantaged.

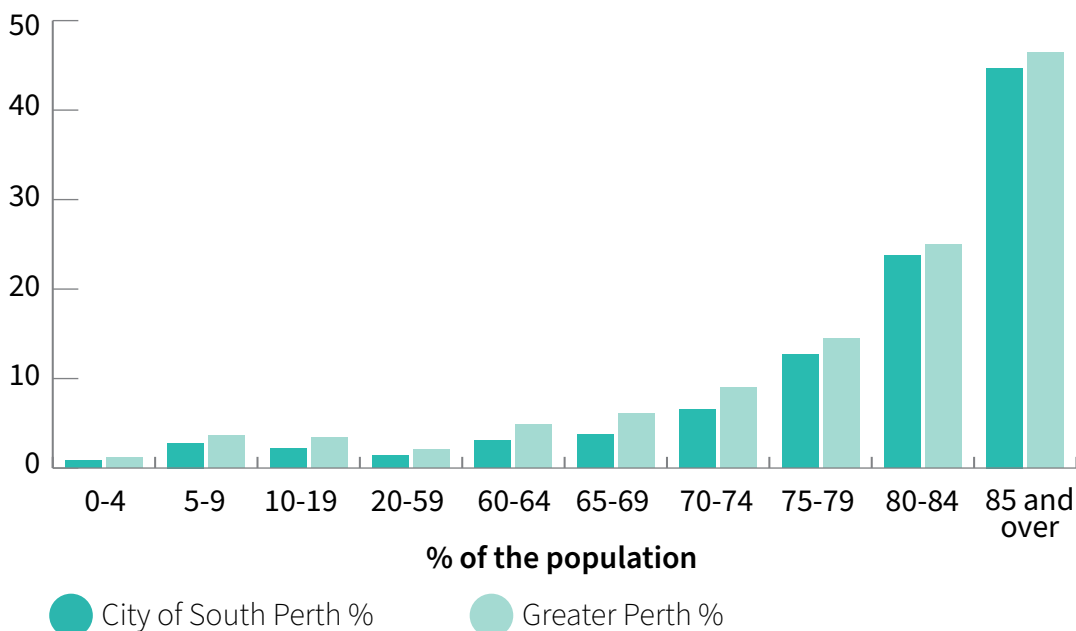
According to the Australian Bureau of Statistics, the City of South Perth had a population of 44,982 people as at 2021.

PEOPLE WITH DISABILITY

At the last census in 2021, information was collected about the number of people in the community who reported they needed assistance with core activities due to a severe or profound disability. 1,826 people (or 4.2% of the total population) in the City of South Perth reported needing help in their day-to-day lives due to disability. See Figure 1 below for the ‘percentage of people by age’ requiring help.

Figure 1 – Number of People in City of South Perth that need assistance with core activities.

Need for assistance with core activities



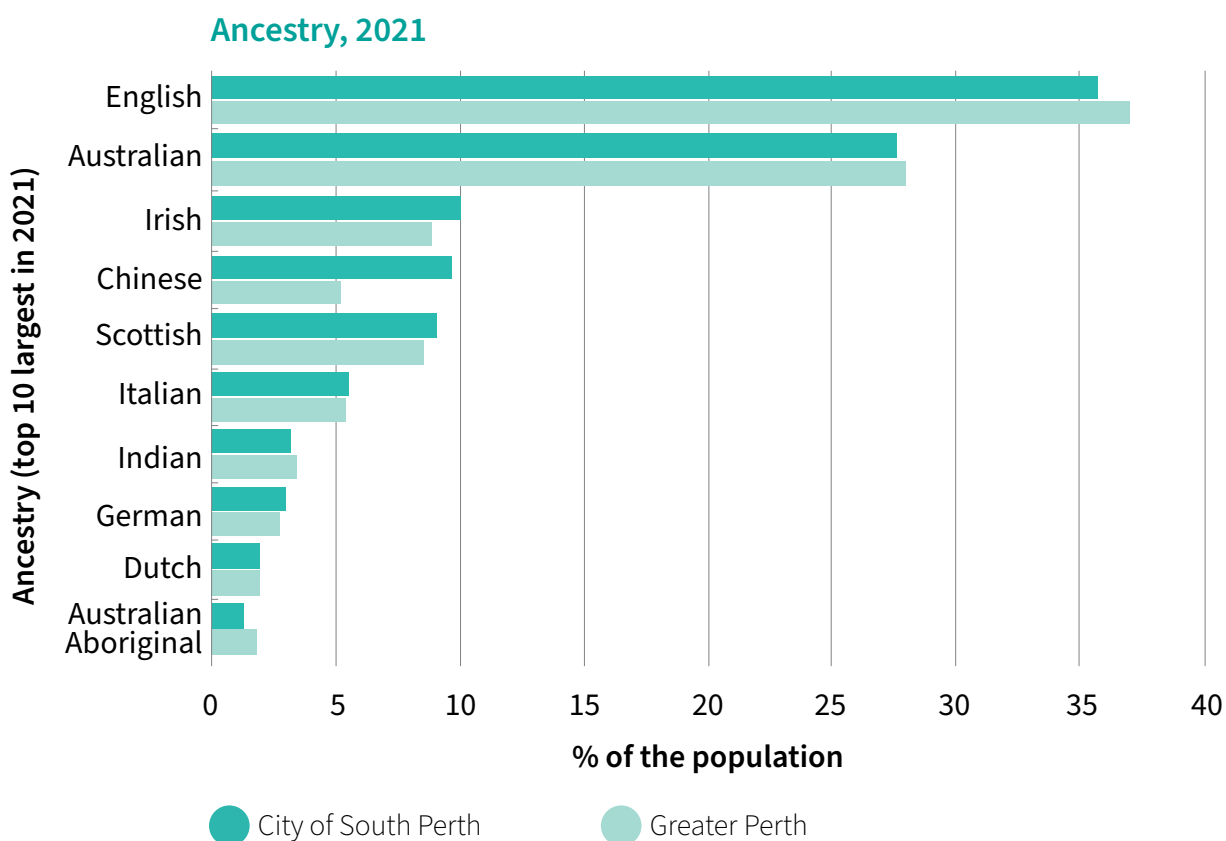
Source: Australian Bureau of Statistics (2021 Census)



PEOPLE FROM DIVERSE BACKGROUNDS

At the last census in 2021, information was collected about several areas to measure the diversity of the people who reside in the City of South Perth, including: ancestry (ethnic background of three previous generations), languages spoken at home and religious beliefs. See figures 2, 3 and 4.

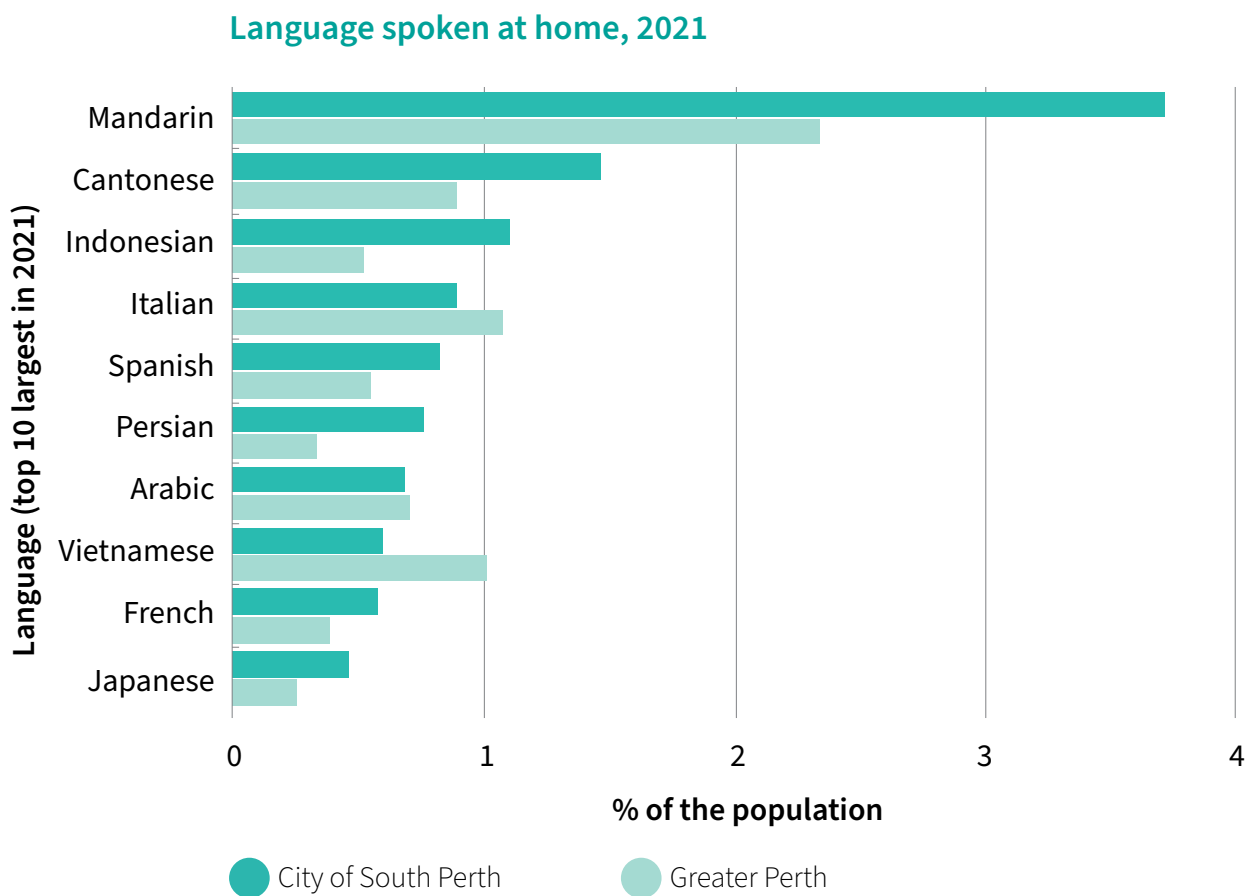
Figure 2 – Ancestry for City of South Perth Residents.



Source: Australian Bureau of Statistics, Census of Population and Housing, 2021 (Usual residence data). Compiled and presented in profile.id by .id (informed decisions).



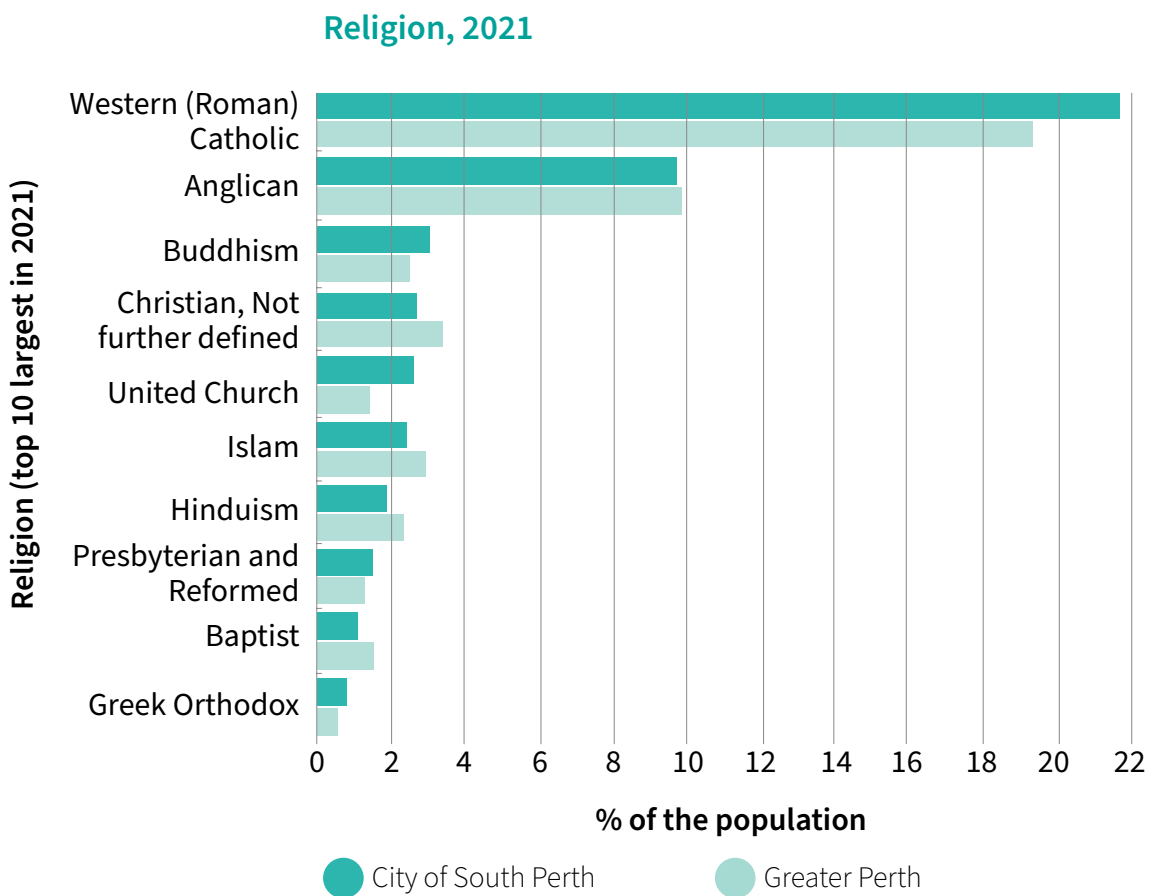
Figure 3 – Languages (other than English) spoken at home by City of South Perth Residents.



Source: Australian Bureau of Statistics, Census of Population and Housing, 2021 (Usual residence data). Compiled and presented in profile.id by .id (informed decisions).



Figure 4 – Religious affiliations for City of South Perth Residents.



Source: Australian Bureau of Statistics (2021 Census)

Sexual Orientation

While the 2021 Census did not collect information on sexual orientation, the Australian Bureau of Statistics' General Social Survey provides estimates of the number of people who identify as lesbian, gay or bisexual. In 2020 approximately 773,000 people (4%) of Australians aged 15 years and over described themselves as being gay, lesbian or bisexual. Using these statistics as a guide for the City of South Perth population, it is estimated that 1,800 local people aged 15 years and over may identify as being gay, lesbian or bisexual. Note: The above figures do not include the number of people who identify as transgender, intersex or otherwise.



PEOPLE WHO ARE DISADVANTAGED

Socio-Economic Indexes for Areas (SEIFA) Index

As part of the Census, information is collected about the disadvantage indicators for people (levels of unemployment, low incomes, low education and no internet access). This information is used to provide the 'Socio-Economic Indexes for Areas' (SEIFA) Index for a community. A low SEIFA Index illustrates relative socio-economic disadvantage, whereas a high SEIFA Index illustrates relative socio-economic advantage. Whilst the 2021 Census information is not yet available, in 2016 the SEIFA Index across the City of South Perth area was recorded as 1,064, illustrating that the City is one of the most advantaged areas in the Perth metropolitan area. However, the City is also comprised of areas (particularly Karawara and Manning) that have higher levels of disadvantage.

See figure 5 below.

Figure 5 – Index of Relative Socio-economic Disadvantage for City of South Perth Residents

Index of Relative Socio-economic Disadvantage

Suburbs	2016 SEIFA Index	Percentile
Salter Point	1,096.3	96
South Perth	1,086.3	93
Waterford	1,084.2	93
Kensington	1,078.3	90
Como	1,060.9	82
Manning	1,030.8	64
Karawara	929.2	15

Source: Australian Bureau of Statistics (2016 Census)



Homelessness

According to the Australian Bureau of Statistics, a person is homeless when they do not have suitable accommodation alternatives and their current living arrangement is in a dwelling that is inadequate, has no tenure (or if their initial tenure is short and not extendable) or does not allow them to have control of, and access to space for social relations. Types of homelessness includes persons living in improvised dwellings, tents or sleeping out (rough sleepers), persons in supported accommodation for the homeless, persons staying temporarily with other households, persons living in board houses, persons in other temporary lodgings, and persons living in severely crowded dwellings.

There is not a single cause of homelessness, but it is rarely a lifestyle choice. Homelessness can be the result of a single event, or a series of small events that slowly lead to homelessness.

Some of the main reasons why people are homeless include: high cost of housing, relationship breakdown, financial difficulties; unemployment, underemployment and insecure employment, family and domestic violence, poor mental or physical health, substance abuse and cultural disadvantage.

It is estimated that approximately 90 people in the City of South Perth are homeless.

Anecdotal evidence from community members and service providers suggests that the number of people who are experiencing homelessness in our community is increasing. Furthermore, the effects of the COVID-19 pandemic may have accelerated this trend.

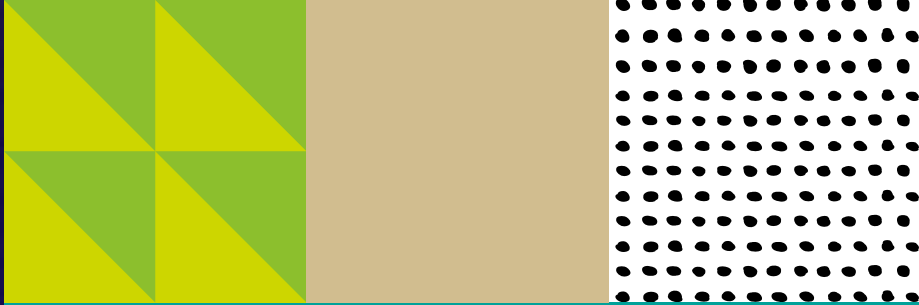
Homeless people are one of the most vulnerable communities in Australia. They have the same entitlement as every other member of the public to access public places, services and goods, and to participate in public activities.



WHY DOES THE CITY OF SOUTH PERTH HAVE AN ACCESS AND INCLUSION PLAN?

The City's Strategic Community Plan 2021–2031 includes a range of strategies related to supporting a diverse and accessible community. Optimising access and inclusion make communities liveable for everyone. Additionally, the Disability Services Act 1993 requires local governments to develop a Disability and Inclusion Plan.

Access and inclusion planning was previously focussed on supporting people with disability only. Over time the community need for access and inclusion support has increased within other sections of society, especially for people from diverse backgrounds (e.g. age, gender, sexual identity and socio-economic circumstances) and disadvantaged people (e.g. homeless, unemployed, single parents etc.). Some local governments have responded to this



The Access and Inclusion Plan is aligned to seven outcome areas (as legislated):

1. Access to services and participation at events
2. Access to buildings and facilities
3. Access to information is appropriate formats
4. Quality of service
5. Opportunity to make complaints
6. Opportunity to participate in public consultation
7. Opportunity to access employment and training with the City

increased community need by developing separate plans for each group in the community, such as Culturally and Linguistically Diverse (CaLD) Plans, Homelessness Plans, LGBTQIA+ Plans etc.

The City's approach is to develop an Access and Inclusion Plan (AIP) that has a wide scope to provide access and inclusion support for all, including people with disability, people from diverse backgrounds and disadvantaged people.

The Access and Inclusion Plan is intended to outline how access and inclusion outcomes will be incorporated within the City's community programs, services, projects, events and facilities into the future. This includes for support people who reside, work, volunteer, and or study in the City. The aim is to make the City more liveable for all by addressing, reducing or removing access and inclusion barriers faced by people in the community.



CITY'S ROLE IN ACCESS AND INCLUSION

The Access and Inclusion Plan attempts to address and prioritise actions across all City business units within appropriate and realistic timeframes. The City's internal Implementation Plan will schedule access and inclusion initiatives over a five-year timeframe.

The table below outlines the City's level of involvement and potential involvement.

PLANNER	The City identifies the community's requirements for programs, service, projects and/or facilities that deliver outcomes for all people and abilities, and ensures mechanisms are in place to meet these requirements.
SUPPORTER	The City provides support for relevant stakeholders. This support could be delivered through a number of methods, such as providing in-kind support for programs, services, projects or facility and provision of funding.
PARTNER	The City partners with relevant stakeholders to achieve an inclusive community. These partnerships can be an informal or formal basis as required.
COORDINATOR	The City brings together stakeholders to plan, deliver and evaluate inclusive programs, services, projects and/or facilities.
PROVIDER	The City is solely responsible for the delivery of access and inclusion programs, services, projects and/or facilities. Income and expenditure are determined by the City's annual budget process.



STAKEHOLDER AND COMMUNITY ENGAGEMENT

The Access and Inclusion Plan has been developed following comprehensive stakeholder and community engagement, as summarised below.

Preliminary Engagement (March – September 2022)

- Internal Engagement – completed during March and April 2022 involving City of South Perth employees.
- External Engagement – completed in August and September 2022 involving stakeholders and the community and included online engagement via the City’s ‘Your Say South Perth’ website. Hard copy feedback forms were distributed to local community facilities and an online question and answer form was also provided.

Community and Stakeholder Public Comment Period (November & December 2022)

- External Engagement – completed in November and December 2022 involving stakeholders and the community and included online engagement via the City’s ‘Your Say South Perth’ website. Hard copy feedback forms were distributed to local community facilities and an online question and answer form was also provided.

All relevant feedback gathered during the engagement process has been incorporated into the Access and Inclusion Plan.



CELEBRATING OUR PREVIOUS **ACCESS AND INCLUSION SUCCESSSES**

Outcome 1: Access to services and participation at events

People with disability received the same opportunities as others to access services and events. This occurred through the provision of ACROD parking, universal access toilets, AUSLAN interpreters and track matting at local community events like Australia Day, South Perth Sounds, Sounds in the Park, Youth Week, and 'Come and Try' all abilities events held as part of International Day of People with Disability.

Outcome 2: Access to buildings and facilities

People with disability received the same opportunities as others to access the City's civic buildings and community facilities. This occurred through the installation of ramps, retrofitting or construction of new universal accessible

toilets/showers inside local sporting pavilions and community facilities, installation of tactile ground surface indicators at relevant locations (e.g. stairs, ramps, footpaths), and specialised signage (including with braille) inside community facilities to assist blind/vision-impaired people.

Outcome 3: Access to information in appropriate formats

People with disability receive information in a format that enables them to access information as readily as others. City documents were available in alternative formats upon request including braille, large print, electronic and audio format on CD. Additionally, the City's website has been designed to meet Level AA of the Web content accessibility guidelines (WCAG 2.0) standard, which is the technical



standard developed under the Web Accessibility Initiative of the World Wide Web Consortium (W3C). Information is easily accessible on the City's website, including via online forms. Furthermore, translating and interpreting services are also available.

Outcome 4: Quality of service

People with disability receive the same level and quality of service from the City staff as other people. The City's 24-hour a day telephone service that is answered by a person provides access all year round. People with a hearing or speech impairment can use the TTY-based telecommunications relay service that converts audio to text. Additionally, the City's Customer Service Charter identifies our commitment to all our customers in our service principles and our values.

Outcome 5: Opportunity to make complaints

People with disability receive the same opportunities as others to make complaints. For example, the City has a complaint handling process based on the Australian Standard to ensure that the process meets best practice. A complaint can be lodged via telephone, email, in writing or an online request, making the process simple and accessible for all.

Outcome 6: Opportunities to participate in public consultation

People with disability receive the same opportunities as others to participate in public consultation. The City uses multiple community and stakeholder engagement platforms to allow for accessibility, including hard copy surveys or feedback forms, telephone surveys, emails, public meetings and online consultation. Assistance is

available for community members to complete surveys and participate in consultation if required. The City uses a website called 'Your Say South Perth' to optimise public consultation. City publications are written in plain language and are designed with larger/readable fonts so information is accessible to everyone. The City also facilitates an Inclusive Community Advisory Group, who are consulted on a regular basis for City projects.

Outcome 7: Opportunities to access employment and training with the City

People with disability receive the same opportunities as other people to obtain and maintain employment. The City's recruitment information/job advertisements include a written statement to encourage applications from people with disability, First Nations people or people from diverse backgrounds. During the recruitment process, candidates are advised that the City can provide reasonable adjustments to help perform the inherent requirements of the position they have applied for. All new and current employees receive access and inclusion training. The City has a diverse workforce, including employees with disability and employees from various cultural backgrounds. The City offers flexible working arrangements for its employees and provides touch screen laptop computers for easy accessibility (including the ability for employees to work from home on occasions). The City also supplies specialised equipment if required e.g. larger computer monitors for staff who are vision impaired.

CITY OF SOUTH PERTH POLICIES THAT FACILITATE ACCESS AND INCLUSION

POLICY P103 STAKEHOLDER ENGAGEMENT

Policy Objectives

- To ensure that, where appropriate, the City of South Perth community and relevant stakeholders have an opportunity to participate and contribute in a meaningful way to decisions made by the City that affect their lives.
- To outline the City's commitment and approach to stakeholder engagement, to contribute to good governance, strong leadership and better decision making.
- To provide direction and guidance for the practice of stakeholder engagement at the City of South Perth.
- To support Elected Members in their decision making by providing informed feedback from stakeholders.

Policy Scope

This policy applies to all Elected Members, City of South Perth employees and consultants involved in stakeholder engagement activities for the City.

The scope of this policy is guided by Section 1.3 (2) of the Local Government Act 1995, which states that the Act is intended to result in:

- Better decision making by local governments
- Greater community participation in the decisions and affairs of local governments
- Greater accountability of local governments to their communities
- More efficient and effective local government.

The policy is also drawn from the City of South Perth's Strategic Community Plan 2021–2031 and internationally accepted core values for engagement, developed by the International Association for Public Participation (IAP2).

In decision making areas related to town planning (including strategic and statutory planning), the City has adopted a specific policy to determine how stakeholder engagement will be undertaken. P301 Advertising of Planning Proposals is drawn from and aligned to the City's stakeholder engagement policy.



POLICY P106 USE OF CITY RESERVES AND FACILITIES

Policy Objectives

The City owns and/or maintains several ovals, parks, reserves and facilities which are available for use and this policy provides guidance on the use and/or hire of these reserves and facilities. This Policy aims to balance appropriate management and responsible use of the City's reserves and facilities for the benefit of the community.

Policy Scope

This Policy applies to those that wish to make organised use of reserves and facilities under City ownership or management for sporting and/or recreation purposes and events, such as individuals, personal trainers, sporting groups, social groups, informal and formal not-for-profit community groups and commercial organisations.

POLICY P107 ACCESS AND INCLUSION

Policy Objectives

The City of South Perth is committed to ensuring that the community is an accessible and inclusive one. The City is actively creating a place where all people feel welcome and where the diverse needs and aspirations of all people are respected equally.

Policy Scope

This Policy applies to all members of the community within the City and ensures all City employees consider optimising access and inclusion in their service delivery and planning.

POLICY P605 PURCHASING

Policy Objectives

Local government buyers operate in an increasingly dynamic commercial environment. It is essential to have a structured and consistently applied approach to the purchase of goods and services which is both transparent and accountable. The process should deliver both legislative compliance and value for money outcomes through the application of a best practice approach.

Policy Scope

This Policy affects all the business units within the City of South Perth.

POLICY P625 EQUAL EMPLOYMENT OPPORTUNITY

Policy Objectives

The City of South Perth (the City), in compliance with State and Federal Legislation, is committed to ensuring our workplace is free of discrimination and harassment and that all workers are treated fairly in all aspects of their employment. The City is dedicated to providing a pleasant working environment that encourages diversity and good working relationships and that all recruitment, selection and employment decisions will be based on the individual merit of applicants and workers.

Policy Scope

This Policy applies to all workers of the City.

ACTION PLAN

Outcome 1: All people in the community will have optimal access and inclusivity to City events, programs and services

Actions	City involvement	2023	2024	2025	2026	2027
1.1 Events, programs and services facilitated by or partnered with the City will be planned to incorporate appropriate elements to maximise accessibility and social inclusivity e.g., tiered fees/concessions/discounts, Companion Card scheme, ACROD parking, accessible toilets, Auslan interpretation services, captioning.	Provider	✓	✓	✓	✓	✓
1.2 City to facilitate or support the provision of events, programs and services (or components) that increase opportunities for people with disability, disadvantaged people and people from diverse backgrounds e.g. modified sport and recreation programs, come and try sessions for people with disability, homelessness support, food relief program for vulnerable people, home reader service, events that acknowledge and celebrate diversity, multi-cultural playgroups in community facilities, schemes to assist low-income earners to participate at local sporting and recreation facilities, components to encourage participation by members of the LGBTQI+ community.	Partner	✓	✓	✓	✓	✓
1.3 During the planning phase of the City's events, programs and services, the City will consider relevant demographic data to make effective provision for our changing demographic profile and overall community needs.	Provider	✓	✓	✓	✓	✓



Outcome 2: All people in the community will have the same opportunities to access City buildings and facilities						
Actions	City involvement	2023	2024	2025	2026	2027
2.1 During the planning and design phase of the City's buildings and facilities, the City will undertake an assessment to identify potential access and inclusion barriers faced by the community and investigate strategies to reduce/remove the barriers.	Provider	✓	✓	✓	✓	✓
2.2 The City's buildings and facilities will incorporate appropriate signage and other communication devices to maximise communication for all e.g. universally recognised graphic design/symbols that conveys its meaning through its pictorial resemblance to a physical object, to assist people from culturally and linguistically diverse backgrounds.	Partner			✓	✓	✓
2.3 The City will provide continuous paths of travel to its civic buildings and community facilities where possible e.g. to and from parking bays, set-down areas and around public toilet facilities.	Provider			✓	✓	✓
2.4 The City will investigate the provision of 'adult changing places' to cater for the needs of people with disability and change the terminology of 'unisex public toilets' to 'all gender bathrooms' to accommodate for all.	Provider	✓		✓		✓
2.5 The City will incorporate appropriate equipment and devices when upgrading its buildings and facilities to optimise access for all e.g. tactile ground surface indicators, ramps, signage and visual alerts.	Provider		✓	✓	✓	✓

2.6	City staff will aid people requiring assistance to use its facilities where possible e.g. staff will assist frail aged people or people with disability to unload materials at the recycling centre, attend facilities and access services such as borrowing library books and materials.	Provider	✓	✓	✓	✓	✓
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Outcome 3: All people in the community will receive information from the City in an accessible format

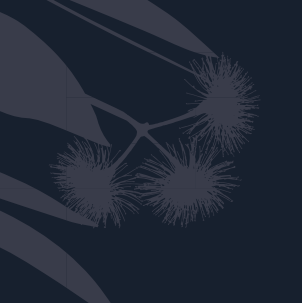
Actions	City involvement	2023	2024	2025	2026	2027
3.1 The City's publications and communications will be provided in multiple formats on request if possible.	Provider	✓	✓	✓	✓	✓
3.2 Plain, simple language will be used for the City's public information and will incorporate universally acceptable pictorial language and symbols.	Provider	✓	✓	✓	✓	✓
3.3 Relevant publications will be provided in alternative languages on request, if possible, e.g. the most popular other languages spoken at home in accordance with the Census data (e.g. Mandarin); or other languages recommended within the City's operational plans (e.g. the City's Reconciliation Action Plan encourages use of Noongar language).	Provider	✓	✓	✓	✓	✓
3.4 Documents will be available in suitable font alternative formats upon request including Braille, large print, electronic and audio format.	Provider	✓	✓	✓	✓	✓
3.5 The City's website will comply with relevant universal accessibility guidelines i.e. WCAG 2.2 is the technical standard developed under the Web Accessibility Initiative of the World Wide Web Consortium (W3C).	Provider	✓	✓	✓	✓	✓



3.6	The City will implement relevant actions to communicate with people from all backgrounds e.g. utilising staff with Languages Other Than English (LOTE) for communicating with the public, linking the public with translating and interpreting services, assisting people with learning difficulties to understand information.	Provider	✓	✓	✓	✓
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Outcome 4: All people in the community will receive the same level and quality of service from the City's staff

Actions	City involvement	2023	2024	2025	2026	2027
4.1 The City will review its Customer Service Charter and make appropriate access and inclusion changes to ensure compatibility with its Access and Inclusion Plan.	Provider			✓		
4.2 The City's customer service staff and other front-line staff will receive access and inclusion training.	Provider	✓		✓		
4.3 Relevant City staff will receive training in communicating effectively with disadvantaged or 'at risk' people in the community, such as people who identify as being marginalised or are homeless.	Provider		✓		✓	
4.4 Training opportunities in diversity and inclusion will be provided for City staff and other relevant personnel in decision-making roles e.g. City executives, management and Elected Members.	Provider	✓		✓		
4.5 The City will continue to facilitate a 24-hours per day telephone service for the public that is answered by a person.	Provider	✓	✓	✓	✓	✓



Outcome 5: All people in the community will have the same opportunities to provide feedback to the City, including compliments and complaints						
Actions	City involvement	2023	2024	2025	2026	2027
5.1 The City will continue to provide multiple platforms to enable people to provide feedback on its services e.g. website, customer requests, 'Your Say South Perth' website, email, telephone, public meetings and face to face.	Provider	✓	✓	✓	✓	✓
5.2 The City will continue to facilitate a complaints management process for the community that is based on Australian Standard AS/NZS 10002:2014 'Complaints Management in Organisations' and the principles of effective complaint handling as set out by the Ombudsman's Office of Western Australia to ensure that the process meets best practice.	Provider	✓	✓	✓	✓	✓
5.3 The City will investigate new initiatives and review current options to enable people to provide feedback in multiple accessible formats.	Provider		✓			

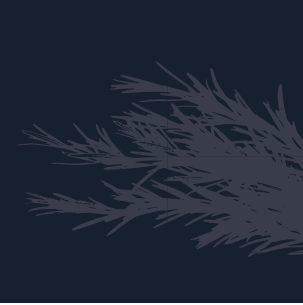
Outcome 6: All people in the community will have the same opportunities to participate in the City's stakeholder and community engagement processes						
Actions	City involvement	2023	2024	2025	2026	2027
6.1 The City will continue to engage with its community advisory groups to provide input into its decision-making e.g. Inclusive Community Advisory Group, Community Safety and Crime Prevention Group, Arts Advisory Group and South Perth Youth Network.	Provider	✓	✓	✓	✓	✓



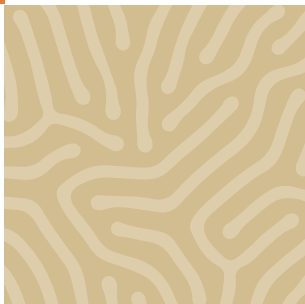
6.2	The City will continue to use multiple engagement methods to encourage participation. Assistance will be made available for community members to participate in engagement projects if required.	Provider	✓	✓	✓	✓	✓
6.3	The City will undertake an audit of 'Your Say South Perth', the City's engagement website to ensure its features/functionality are optimising access and inclusion opportunities for all.	Provider		✓			

Outcome 7: All people in the community will have equal employment opportunities with the City

Actions	City involvement	2023	2024	2025	2026	2027
7.1 The City's recruitment information/job advertisements will include information to encourage applications from people with disability, First Nations peoples, people from diverse backgrounds and people of all ages.	Provider	✓	✓	✓	✓	✓
7.2 The City will provide work placement opportunities where practical, including for disadvantaged people. Furthermore, to support our local special needs school, being Kensington Secondary School, the City shall engage where possible with the school's workplace learning and work ready programs.	Provider	✓	✓	✓	✓	✓
7.3 The City will continue to provide flexible working arrangements for its staff where possible.	Provider	✓	✓	✓	✓	✓



7.4	The City will consider relevant modifications or adjustments to enable staff to perform their work duties e.g. specialised equipment for staff with disability.	Provider	✓	✓	✓	✓	✓
7.5	The City's decision-making about its workforce will be guided by its Workforce Plan to ensure it shall be focussed on delivering services that meet the community's changing needs now and into the future, including making provision to encourage greater composition of people with disability, First Nations peoples and youth. These groups are currently underrepresented in the City's workforce.	Provider	✓	✓	✓	✓	✓
7.6	The City will establish a designated 'Quiet Room' for temporary use by staff for various purposes, including for staff with disability who may require a quiet place for reflection, religious purposes and breastfeeding.	Provider	✓				





MONITORING AND REVIEWING

The Disability Services Act sets out the minimum review requirements for public authorities in relation to Disability Access and Inclusion Plans.

The Action Plan contained within this Access and Inclusion Plan should be read as a guide only and will be subject to an annual review to align with current and emerging community needs and organisational priorities. The associated timeframes will be adjusted accordingly. The outcomes of actions within the Plan will be measured and reviewed annually as a part of the City's annual business planning process. Measuring the success of the actions related to the delivery of the Access and Inclusion Plan will vary according to the project, program or service. All actions will be measured using a range of tools and methods e.g. both qualitative and quantitative data. The actual timing for implementation of the Action Plan will be subject to being able to source the required funds through the City's annual budget process and/or external funding. Annual evaluation reports will be provided to the Department of Communities and access and inclusion reports will be included in the City's quarterly reports and annual reports.

FINANCIAL IMPLICATIONS

The Access and Inclusion Plan is intended to be delivered over a period of five financial years from 2022 to 2027 inclusive. Funds required for the Access and Inclusion Plan will be sought using a combination of City funds, external funding and/or contributions from external stakeholders, and will be requested as part of the annual operational budget process for assessment by Council.

COMMUNICATING THE ACCESS AND INCLUSION PLAN

The Access and Inclusion Plan will be communicated to the community, City's staff and other relevant stakeholders via various means, including the City's website, Peninsula Magazine, the City's social media channels and other appropriate forms of media. Hard copies of the Access and Inclusion Plan will also be made available, as well as in alternative formats upon request. This will fulfill the legislative communication requirements under the Disability Services Act (1993).

USEFUL CONTACTS

Civic Centre

9474 0777

Cnr Sandgate St & South Tce,
South Perth WA 6151

Fax 9474 2425

enquiries@southperth.wa.gov.au

southperth.wa.gov.au

Recycling Centre

9474 0970

Hayman Rd & Thelma St, Como
enquiries@southperth.wa.gov.au

Animal Care Facility

9474 0777

199 Thelma St, Como

Ferry Tram

9474 0777

Windsor Park, Cnr Mends St &
Mill Point Rd, South Perth
enquiries@southperth.wa.gov.au

George Burnett Leisure Centre

9474 0855

Manning Rd, Karawara
leisurecentre@southperth.wa.gov.au

South Perth Library

9474 0800

Cnr Sandgate St & South Tce, South Perth
southperthlib@southperth.wa.gov.au

Manning Library

9474 0822

2 Conochie Cres, Manning
manninglib@southperth.wa.gov.au

Old Mill

9367 5788

Melville Pl, South Perth
oldmill@southperth.wa.gov.au

South Perth Senior Citizens

9367 9880

53 Coode St, South Perth
spsc@bigpond.com

Manning Senior Citizens

9450 6273

3 Downey Dr (off Ley St), Manning
manningseniors@bigpond.com

Graffiti Hotline 1800 007 774

Collier Park Golf Course

9484 1666

Hayman Rd, Como
collierparkgolf.com.au

Collier Park Village

9313 0200

16 Morrison St, Como

9474 0777

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