

CITY OF SOUTH PERTH

# DISABILITY ACCESS & INCLUSION PLAN.

2017 - 2021



City of  
South Perth



## Acknowledgement

The City of South Perth acknowledges the contribution of the Inclusive Community Advisory Group (ICAG), City staff, individuals and groups within the community, who have been invaluable in the development of this Plan.

Access and Inclusion information is available on the City's website at:

<https://southperth.wa.gov.au/community/people-in-our-community/people-with-disability>

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This Plan is available in alternative formats upon request; including Braille, large print, electronically by email and in audio format on CD.

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## A Message from the Mayor

Welcome to the City of South Perth's Disability Access and Inclusion Plan (DAIP) 2017-2021.

Local government is about building strong communities. Strong communities are friendly and welcoming places where everyone can experience a sense of belonging, feel that they can make a difference and contribute.

The purpose of the DAIP is to provide equity of access and inclusion to all services, facilities, functions and information provided by the City. The concept of equity ensures that people with disability get a 'fair go' at accessing and participating in all aspects of community life. Some of the more notable City achievements in recent years include:

- Major improvements have been made to ACROD parking bays across the City – installing new bays where none existed and updating older bays to new standards;
- The purchase of two portable hearing loops, acquired through Disability Services Commission, 'Count Me In' funding;
- Upgrade of the Civic Centre's access ramp to improve access from the Civic Centre lower level carpark;
- Purchase of a beach wheelchair;
- George Burnett Leisure Centre continuing programs for people with disability through the WA Disabled Sports Association.

I fully support this Plan as part of the City's commitment to accessibility and inclusion and I encourage all staff, customers and the community to embrace and participate in the implementation and further development of the Plan.

**Sue Doherty**

**MAYOR**

## 1. What do the terms access and inclusion mean?

Access refers to the removal or reduction of barriers (physical and attitudinal) to participate in the activities and functions of a community.

Examples of different types of access include:

### 1.1. Physical access

Ramps	Gradients
Kerbs	Doors
Toilets	Circulation space
Parking	Handrails
Footpaths	Desk heights

### 1.2. Visual access

Tactile tiles	Contrasting colours
Lighting	Fonts and text size
Alternative formats	Signage

### 1.3. Audio access

Hearing loops	Interpreters
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### 1.4. Cultural access

Ensuring that different needs can be met with plain English text and speech, universal icon signage, welcoming environments, information in languages other than English, Braille and Auslan interpreters.

Inclusion is the process whereby every person (irrespective of age, disability, gender, religion, sexual preference 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.



## **2. People with disabilities in our community**

The City of South Perth serves a population of 46,244 . In 2011, 1,463 people or 3.6% of the population in the City reported needing help in their day-to-day lives due to disability.

The City's disability statistics relate directly to a need for assistance due to a severe or profound disability. The information is used in the planning of local facilities, services such as day-care and occasional care and in the provision of information and support to carers. The City's disability statistics (along with statistics on unpaid carers and English as a second language) help in understanding the prevalence of people who need support in the community, how that support is provided and how the City can further develop community cohesiveness.

## **3. What is the Disability Access and Inclusion Plan?**

The City of South Perth's Disability Access and Inclusion Plan (DAIP) outlines the City's commitment to the seven (7) access and inclusion outcome areas specified in the Disability Services Act 1993. The plan aims to ensure that all members of our community have the same opportunities to:

1. Access services and events;
2. Access buildings and facilities;
3. Receive information in appropriate formats;
4. Receive the same level and quality of service from staff;
5. To make complaints;
6. To participate in public consultation; and
7. To obtain and maintain employment with the City.

## 4. Why does the City of South Perth have a DAIP?

The Disability Services Act 1993 (amended 2004) requires all local governments to develop and implement a Disability Access and Inclusion Plan (DAIP) which identifies barriers to access and inclusion and proposes solutions to ensure that people with disability have equitable access to the City's facilities and services.

The City of South Perth's DAIP intends to meet the requirements of the Act.

These plans can benefit many people in the community including people with disability, the elderly, young parents and people from culturally and linguistically diverse backgrounds. It is recognised that all residents and visitors contribute to the social, economic and cultural life of the community.

Other legislation underpinning access and inclusion include:

*Western Australian Equal Opportunities Act 1984 (amended 1988);*

*Commonwealth Disability Discrimination Act (DDA) 1992 (amended 2015);*

*United Nations Convention on the Rights of Persons with a Disability (2007).*

Additional legislation and policy relating to disability when planning for access and inclusion include:

The Building Code of Australia (BCA) that provides a set of minimum requirements for new buildings and renovations;

The Access to Premises Standard under the Disability Discrimination Act (DDA), that applies to new and upgraded public buildings.

## 5. How are the DAIP strategies implemented?

The DAIP attempts to address and prioritise issues across all City departments within appropriate and realistic timeframes. The City's internal Implementation Plan will schedule access initiatives over a five year period to ensure that there are initiatives starting, in progress or completed on a regular basis.

## 6. Celebrating our successes

### Outcome 1: Access to services and participation at events

- George Burnett Leisure Centre continuing programs for people with disability through the WA Disabled Sports Association
- The City hosted an accessible movie screening for the community as part of the City's 2015 Disability Awareness Week celebrations. Funding was received through Disability Services Commission 'Count Me In' grants
- Accessible self-service loan facilities have been installed at the new Manning Library
- Continue to provide 'gopher' or assisted bin service for residents who are unable to physically move their bins to and from the kerbside due to disability or illness
- Continue to provide Library 'Home Reader' service.

### Outcome 2: Access to buildings and facilities

- Completion of a new grating installed on the viewing platform at Sir James Mitchell Park
- Upgraded access ramp improving access from the Civic Centre lower level carpark
- Installation of 2 ACROD bays at the South Perth library
- Beach access wheelchair available at the South Perth Foreshore
- Improvements to pathways, picnic infrastructure, parking and lighting has been carried out at numerous parks and recreational spaces
- The range of accessible features and play elements has improved at several playgrounds
- A continuous repair and maintenance program to improve access for people with disability
- Improvements include: signage, tactile tiling, toilet upgrades, paths, ramps and kerbing
- ICAG lobbying for the installation of an access ramp at Angelo Street Post Office
- ICAG lobbying for better placement of ACROD bays at Mends St shopping precinct.



**Outcome 3: Access to information in appropriate formats**

- Purchase of 2 portable hearing loop unit's, acquired through Disability Services Commission 'Count Me In' funding
- A new City website was launched in 2016. The website has been designed to meet Level AA of the Web content accessibility guidelines (WCAG 2.0) standard. (WCAG 2.0 is a technical standard developed under the Web Accessibility Initiative of the World Wide Web Consortium (W3C))
- Audio messages are available on the City's telephone system
- Information on functions, facilities and services is made available in alternative formats on request.

**Outcome 4: Quality of service**

- City staff completed disability awareness training
- New staff induction program includes information about the DAIP.

**Outcome 5: Opportunities to make complaints**

- City staff are available to assist with customer feedback forms and service complaint reports on behalf of customers upon request in person or via the telephone
- Customer feedback and complaints can be provided online, via telephone or in person.

**Outcome 6: Opportunities to participate in public consultation**

- Community consultation methods have been developed to increase the inclusion of people with disability e.g. City of South Perth's online engagement portal, 'Your Say South Perth'.

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

- Developed and maintained links with Disability Employment Services (DES) to maximise access to employment for people with disability
- Successfully received \$10,000 from the Lighthouse Project grant program to develop employment initiatives for people with disability as detailed in Outcome 7 of the DAIP.

## **7. Disability Access Policy – P107**

### **7.1 Policy Objectives**

The City recognises that people with disability, their families and carers comprise a significant and important part of the community. The City has committed to compliance with the Western Australian Disability Services Act 1993 and the Commonwealth Disability Discrimination Act 1992 and will ensure that its services, facilities, practices and planning strategies are accessible to and include people with disability.

### **7.2. Policy Scope**

The Policy applies to all people with disability in the City and requires that City staff consider people with disability in their service delivery and planning.

This document is available on the City's website at:

<https://southperth.wa.gov.au/about-us/council/policies-delegations>

## **8. Development of the 2017-2021 Disability Access and Inclusion Plan**

### **8.1. Responsibility for the Planning Process**

In 2016 the DAIP review was conducted by the City's Community Development team. Consultation with City staff and the community was undertaken and this feedback utilised to inform the updated DAIP 2017-2021.

### **8.2. Consultation Process**

As part of the development of the City's 2017-2021 DAIP, consultation was undertaken to identify strategies and actions to be incorporated into the new Plan.

The consultation was advertised or promoted:

- In local newspapers
- On the City of South Perth website
- Directly to key disability organisations
- Through City services including; South Perth and Manning libraries, South Perth and Manning Senior Centres, George Burnett Leisure Centre, Collier Park Golf Course.

### 8.3. Consultation activities included:

- A community survey – with an online option, in hard copy, by telephone or face to face. It was also advertised in the local newspaper, on the City’s website, and via posters at various City outlets and venues – A total of 60 surveys were completed
- Consultation meetings were held with organisations in the City working with people with disability, including:
  - Southcare Inc.
  - Disability Services Commission Area Coordinators
  - Down Syndrome WA
  - East Victoria Park Education Support
  - Identity WA
  - Therapy Focus
- Interactive stall at the Como Secondary College Health Expo held on Friday 26 August
- Several focus meetings with the City’s Inclusive Advisory Community Group (ICAG)
- A number of key staff from relevant City departments provided useful information to inform the review of the current DAIP and to refine the recommendations in this report relating to the desired outcomes of the new DAIP.

## 9. Findings of the consultation

While the review and consultation noted a high number of achievements in improving access it also identified a range of barriers that require to be addressed. Comments from the consultation included:

- Location and suitable accessible parking for people with disability is not meeting needs
- The City's website requires more improvement to best meet the needs of people with disability
- Some City staff may be uninformed or lacking in confidence to adequately provide the same level of service to people with disability
- Not enough inclusive activities for young people with disability
- Signage is old or not very clear
- Not enough accessible toilet facilities or facilities are poorly maintained
- Old facilities don't cater for people in wheelchairs or those with mobility issues
- Would like to see options for people with disability to be employed by or volunteer at the City, project organising committees, proactive employment policies
- Auslan interpreters available at large City events
- More accessible drinking fountains
- Civic Centre: lack of colour contrast, tactile indicators

As a result of the consultation process the following strategies will guide the tasks in the 2017-2021 DAIP, and subsequent Implementation Plan. The seven outcomes as set out by the Disability Service Commission provide a framework for improving access and inclusion in the City.

## Strategies to meet Outcome 1:

### People with disability have the same opportunities as other people to access the services of, and any events organized, by a public authority

- 1a. Ensure services and events are conducted in such a way that they are accessible to everyone.
- 1b. Maintaining the Inclusive Community Advisory Group (ICAG) to guide the strategies and implementation activities over the period of the plan and monitor progress against the outcomes according to internal reporting requirements and legislative obligations.
- 1c. Ensure the objectives of the DAIP are embraced by staff and incorporated into the City's Corporate Plan and other relevant policies and plans.
- 1d. Include a reference to the DAIP in all tender documents.
- 1e. Ensure the relevant contactors involved in services and events have effective working knowledge of disability awareness and the DAIP.
- 1f. Identify opportunities in the area of recreation development to increase access and inclusion opportunities.
- 1g. Identify opportunities to collaborate and build partnerships with key stakeholders to facilitate inclusion initiatives within the community.

## Strategies to meet Outcome 2:

### People with disability have the same opportunity as other people to access the buildings and other facilities of a public authority

- 2a. Implement a process to ensure an independent access auditor is used for all significant new facilities (over \$1,000,000) or any projects that will be of significance to people with disability. This includes; access to buildings, surrounding parking, and pedestrian access.
- 2b. Incorporate access improvements and standards in the redesign and upgrades of existing buildings and facilities. Continue to audit existing facilities.
- 2c. Incorporate access and inclusion improvements in external environments such as river foreshore, parks, playgrounds and urban areas. Continue to audit existing facilities.
- 2d. Advocate the benefits of accessible buildings and facilities to the community, targeting local businesses.

## Strategies to meet Outcome 3:

**People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it**

- 3a. Continue to promote that City information is available in alternative formats upon request.
- 3b. Develop guidelines to improve staff awareness of accessible information requirements e.g. how to provide information in alternative formats and how to book interpreters or translation services.
- 3c. City website to comply with web accessibility guidelines and provide downloadable information in a range of file formats.

## Strategies to meet Outcome 4:

**People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority**

- 4a. Continue staff awareness training and DAIP competency to aid interactions with people with disability.
- 4b. Ensure elected members have the opportunity to attend DAIP/disability awareness sessions and information relating to the DAIP is included in induction packs or training session/s.
- 4c. Ensure that the City's Customer Service Charter is consistent with the DAIP.

## Strategies to meet Outcome 5:

**People with disability have the same opportunities as other people to make complaints to a public authority**

- 5a. Ensure computerised grievance procedures that cater for the needs of the whole community, including people with disability; continue to be implemented in line with the City's Complaints Policy P661.



## Strategies to meet Outcome 6:

### People with disability have the same opportunities as other people to participate in any public consultation by a public authority

- 6a. Ensure all public consultations are held in accordance with Disability Services Commission's (DCS), 'Public Participation Checklist.
- 6b. Increase the awareness of DSC's 'Public Participation Checklist' to relevant staff.
- 6c. Promote public consultation opportunities widely and appropriately to encourage participation
- 6d. Ensure buildings used for public meetings and consultations are accessible.

## Strategies to meet Outcome 7:

### People with disability have the same opportunities as other people to obtain and maintain employment with a public authority

- 7a. Ensure the City's employment related policies and procedures are consistent with the DAIP.
- 7b. All venues used for recruitment and or employment are accessible.
- 7c. Support local businesses to develop their access awareness and improve accessibility of people with disability in their workforce.
- 7d. Ensure that all City employment opportunities are widely promoted using a range formats and through a variety of avenues, including Disability Employment Services and networks.
- 7e. Ensure that all City position descriptions and employment contracts include a clause identifying DAIP implementation as a 'shared responsibility' similar to the clause used for OHS purposes.

## **10. Responsibility for implementing the DAIP**

The Disability Services Act 1993 (amended 2004) requires all public authorities to take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors. Implementing the City's DAIP strategies is the responsibility of all operating sections of the City, with the Implementation Plan 2017-2021 identifying the responsible Officer/Manager.

## **11. Review and evaluation mechanisms**

The Disability Services Act sets out the minimum review requirements for public authorities in relation to DAIP's. The City's DAIP will be formally reviewed at least every five years, in accordance with the Act. Should the DAIP 2017-2021 be amended, a copy of the amended plan will be lodged with the Disability Services Commission.

The DAIP Implementation Plan is an internal document that assists the City to implement progress of the DAIP and will be amended on a more regular basis to reflect budget considerations, progress and any access and inclusion issues which may arise.

## **12. Monitoring and reviewing**

The City's Community Development Officer will continue to liaise with the Inclusive Community Advisory Group (ICAG) and relevant Officers/Managers to review progress of the implementation of the strategies identified in the DAIP.

A review of the City's DAIP 2017-2021 will be included in the DAIP 2022-2026 which will be submitted to the Disability Services Commission in 2022. The report will outline what has been achieved under the City's DAIP 2017-2021.

The Community Development Officer in liaison with the ICAG and relevant City staff will prepare a progress report each year on the implementation of the DAIP. This progress report will be submitted to DSC by 4 July each year. A progress report will also be provided to the City's Executive Management Team and elected members. DAIP achievements will also be included in the City's Annual Report.

### 13. Financial implications

The City's DAIP outlines strategies to resolve access issues, priorities and needs within the City. A number of these strategies have associated costs which will be subject to the annual budgetary process and prioritised against other works and projects being undertaken within the City.

### 14. Evaluation

The Community Development Officer and ICAG will continue to inform and seek feedback from people with a disability, their families, carers and disability organisations regarding the DAIP outcomes and strategies.

### 15. Communicating the DAIP

In accordance with the *Disability Services Act (1993)*, the City of South Perth will publish the DAIP on the City's website and give notice in the local newspaper.

The Plan will be made available to employees on the City's intranet and to the community on the City's website.

Copies of the DAIP will be made available in alternative formats upon request.

In accordance with the *Disability Services Act (1993)*, any amendments to the DAIP will be advised to Disability Services Commission, City of South Perth staff and the community.