

11.5 OUTCOME OF ADVERTISING AND ADOPTION OF AMENDMENTS TO DIVERSITY ACCESS AND INCLUSION POLICY

- Attachments:**
1. **Diversity Access and Inclusion Policy**
 2. **Community Consultation Comments**
 3. **Diversity Access and Inclusion Policy - Marked Up**

RECOMMENDATION:

That Council ADOPTS the amended Diversity Access and Inclusion Policy at Attachment 1.

PURPOSE OF REPORT:

To present the outcome of community consultation and seek approval of the amended Diversity Access and Inclusion Policy at **Attachment 1**.

BACKGROUND:

The [Diversity, Access and Equity Policy](#) (Policy) was endorsed by Council in December 2021 replacing the Access and Equity Policy adopted in June 2002.

During the review of the Policy in 2021, it was identified that there was a need to update the structure, language, and style of the document. The intent of the Policy remained largely unchanged, although the scope was more clearly defined to include reference to diversity and the LGBTIQ+ community.

It was noted at the time that the City's Disability Access and Inclusion Plan (DAIP) was due to expire in June 2022 and that when undertaking community engagement for the project if any feedback received was applicable to the Policy, it would be considered during a secondary review to ensure that both documents were consistent and aligned to the needs of our community.

As a result, only minor changes to the Policy were made in December 2021.

A report submitted to Council on 17 May 2022 seeking approval for public consultation for the draft Access and Inclusion Plan (AIP) emphasised that it would be supported by the City's Diversity Access and Equity Policy. It further noted that the Policy would be reviewed following the adoption of the AIP. This was to ensure all actions were addressed and achieved during the life of the plan.

A subsequent review of the current Policy has shown that it does not meet best practice and needs to be updated to align with our AIP. The Policy also refers to strategic documents that have been superseded since it was last updated in December 2021.

DETAILS:

Following a review of the policy, Council at its 17 October 2023 Meeting approved conducting community consultation on the amended Diversity Access and Inclusion Policy.

The proposed changes to the policy are:

- a) Changing the name of the policy from Diversity, Access and Equity to Diversity Access and Inclusion.
- b) Updating references to other plans which have been superseded.
- c) Removal of the City's fax number as a contact method.
- d) Changing terminology to that which is considered best practice, noting that preferred terminology varies within communities.
- e) Broadening the scope of physical accessibility to include environmental accessibility to consider environmental elements such as noise, light, temperature and other factors.
- f) Recognising communication disability and, where practicable, supporting the use of communication aids such as Augmentative and Alternative Communication (AAC) boards and providing documents in Easy Read format on request.
- g) Updating principles within the policy to reflect the needs of diverse communities and contemporary best practices in the access and inclusion field.

CONSULTATION/ADVERTISING:

In accordance with the City's [Community and Stakeholder Engagement Policy](#), community consultation was undertaken between 26 October 2023 and 16 November 2023, which is in excess of the 21 days required.

The policy was advertised on the City of Vincent website, social media and through the following public notices:

- PerthNow Central – 26 October 2023;
- News item on CoV website – 26 October 2023;
- Perth Voice – 28 October 2023;
- Social media post – 31 October 2023;
- E-news listing – 6 November 2023; and
- Notice exhibited on the notice board at the City's Administration and Library and Local History Centre.

Administration has received two public submissions as summarised in **Attachment 2** one of which has resulted in minor amendments to the draft policy, as shown in **Attachment 3**.

No further consultation is required.

LEGAL/POLICY:

Section 2.7(2)(b) of the Act provides Council with the power to determine policies.

The City's [Policy Development and Review Policy](#) sets out the process for repealing and adopting policies.

RISK MANAGEMENT IMPLICATIONS

Low: Adopting the proposed amendment to the policy is low risk

STRATEGIC IMPLICATIONS:

This is in keeping with the City's *Strategic Community Plan 2022-2032*:

Enhanced Environment

Our parks and reserves are maintained, enhanced and accessible for all members of the community.

Accessible City

Our pedestrian and cyclist networks are well designed, connected, accessible and encourage increased use.

Connected and Healthy Community

We have enhanced opportunities for our community to build relationships and connections with each other and the City.

Our many cultures are celebrated.

We recognise, engage and partner with the Whadjuk Noongar people and culture.

We are an inclusive, accessible and equitable City for all.

Thriving Places

Our town centres and gathering spaces are safe, easy to use and attractive places where pedestrians have priority.

Innovative and Accountable

We deliver our services, projects and programs in the most inclusive, efficient, effective and sustainable way possible

SUSTAINABILITY IMPLICATIONS:

This does not contribute to any environmental sustainability outcomes. This action is environmentally neutral.

PUBLIC HEALTH IMPLICATIONS:

This is in keeping with the following priority health outcomes of the City's *Public Health Plan 2020-2025*:

Increased mental health and wellbeing

Reduced injuries and a safer community

Diversity, Access and Inclusion Policy



Legislation / local law requirements	<ul style="list-style-type: none"> • <i>Racial Discrimination Act (1975)</i> • <i>Racial Hatred Act (1995)</i> • <i>Human Rights and Equal Opportunity Commission Act (1986)</i> • <i>Commonwealth Disability Discrimination Act (1992)</i> • <i>Western Australian Disability Services Act (1993)</i> • <i>Equal Opportunity Act 1984 (amended 1988)</i> • <i>Age Discrimination Act (2004)</i> • <i>Sex Discrimination Act (1984)</i> • <i>Sex Discrimination Amendment Bill (2000)</i> • <i>Sex Discrimination Amendment Act (Sexual Orientation, Gender Identity and Intersex Status) (2013)</i> • <i>Disability Discrimination Act (1992)</i> • <i>Disability Services Act (1993)</i> • <i>Fair Work Act (2009)</i> • <i>Occupational Safety and Health Act (1984)</i> • <i>Workplace Gender Equality Act (2012)</i> • <i>The Local Government Act (1995) WA</i>
Relevant delegations	Nil.
Related policies, procedures and supporting documentation	<ul style="list-style-type: none"> • City of Vincent Strategic Community Plan 2022-2032 • City of Vincent Public Health Plan 2020-2025

PRELIMINARY

ACKNOWLEDGEMENT OF COUNTRY

The City of Vincent would like to acknowledge the Traditional Owners of the land, the Whadjuk people of the Noongar nation and pay our respects to Elders past and present.

We would also like to acknowledge all Aboriginal and Torres Strait Islander Elders for they hold the memories, the traditions, the culture and hopes of Aboriginal and Torres Strait Islander Australia.

We recognise the contribution the Whadjuk people have made and continue to make to our culture and in our community. We will continue to seek the input of the Traditional Owners.

The land on which we live, meet, and thrive as a community always was and always will be Noongar land.

INTRODUCTION

The City of Vincent recognises that there are many cohort groups within our community that face environmental, social, structural and/or economic barriers to participation and inclusion in society. The inability to fully participate and feel included in society can result in wide-ranging negative impacts on the affected individuals and groups, as well as the wider community.

PURPOSE

The purpose of this policy is to raise awareness of barriers to participation and inclusion and provide guidance on how the City can address these barriers. It demonstrates the City’s commitment to ensuring services and activities are inclusive of all members of the community, including (but not limited to)

Diversity, Access and Inclusion Policy



Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse (CaLD) people, racially marginalised people, people with disability (PwD), seniors, young people and lesbian, gay, bisexual, transgender, queer, intersex and asexual (LGBTQIA+) people.

OBJECTIVE

This policy formalises and supports the City's approach to diversity, access, equity and inclusion by ensuring these considerations are incorporated into all areas of City decision making, service delivery and general operational culture. It establishes access and inclusion standards that are to be met by all employees and contractors when working for, or providing services on behalf of, the City.

SCOPE

The scope of this policy covers both the internal and external operations of the City, including work undertaken, or services provided by, Administration, Council and its agents and contractors.

POLICY PROVISIONS

DEFINITIONS

Access: implies fair and equitable access to services in areas essential to achieving and maintaining social, cultural and economic well-being. This includes access to services, programs, facilities, decision-making processes and entitlements.

Community Relations: refers to how people interact and relate to each other as individuals and as groups within the wider community.

Culture: refers to the ideas, beliefs, values, knowledge, customs and experiences which influence the behaviours of people from different groups and backgrounds.

Disability:

A condition that:

- Is attributable to an intellectual, cognitive, neurological, sensory or physical impairment or combination of those impairments;
- Is permanent or likely to be permanent;
- May or may not be episodic in nature;

And results in:

- A substantially reduced capacity of the person for communication, social interaction, learning or mobility; and
- A need for continuing services.

Diversity: Diversity refers to the differences in individuals based on sex, gender, age, language, ethnicity, race, cultural background, disability, sexual orientation, intersex status, religious beliefs, educational level, professional skills, work experience, socio-economic background, carer obligations and/or other factors, that are represented in a community, organisation, team or other group.

Equity: is the distribution of economic, social and political resources in ways that are not restricted by sex, gender, age, language, ethnicity, cultural background, disability, sexual orientation, intersex status, religious beliefs, educational level, professional skills, work experience, socio-economic background, carer obligations and/or other factors. It ensures fair and equal distribution of resources (according to need), opportunities, and access to decision-making processes.

Diversity, Access and Inclusion Policy



Inclusion: refers to a culture where everyone feels valued and respected and is able to fully contribute. It includes removing barriers to make sure everyone can fully participate and has equal access to opportunities.

Participation: is active involvement in aspects of society including community and social activities, employment, education and decision-making.

POLICY

1. Community Inclusion and Participation

The City supports participation in community life for all people and is committed to meaningful, inclusive capacity building to enhance the strengths of individuals, redress disadvantage and foster a unified community. The City strives to secure access to services, activities and facilities that enable all people to live constructive fulfilling lives, feeling empowered to fully participate and engage in all opportunities.

The City will:

- Encourage and enable all members of the community to participate in activities which will in turn lead to improvements in the wellbeing of people within the City.
- Encourage all people to participate in life in the general community, by minimising the physical, cultural, attitudinal, social, gender, economic and institutional barriers that prevent participation.
- Promote self-development of community members by supporting and hosting services, programs and events that provide opportunities for education, up-skilling, social connection and personal independence.
- Support and promote harmonious community relations and work towards eliminating all forms of discrimination within the community which prevent harmony.
- Recognise and respect different cultural and religious commemorations and significant events.
- Recognise and respect Aboriginal and Torres Strait Islander peoples being the traditional owners and custodians of the land.
- Offer services that are designed and delivered in ways that meet a range of needs and therefore enable all members of the community to participate, as appropriate.
- Support and host events for specific demographics and communities, where barriers to participating in events, or specific needs are identified for these groups.

2. Physical and Environmental Inclusion

The City recognises that certain groups in the community have specific physical and environmental access needs and where viable will allocate resources according to need to reduce inequalities and improve accessibility.

The City will:

- Embed diversity, access and inclusion principles in its strategic planning and development processes.
- Advocate and plan for the development and management of built environments and infrastructure, open spaces and streetscape that are accessible and maximise their potential use by diverse groups.
- Implement strategies to ensure access to buildings, services and facilities is available, welcoming and inclusive of, all members of the community wherever possible.
- Ensure that services and events are conducted in venues that are physically accessible to people with disability and, where possible, accommodate non-physical environmental access needs, and ensure that Administration, its agents and contractors are aware of the relevant requirements.
- Ensure Administration, its agents and contractors are aware of their respective responsibilities under the *Commonwealth Disability Discrimination Act (1992)*, *Western Australian Disability Services Act (1993)*, *Building Code Australia*, as amended, and the relevant Australian Standards (Access and Mobility (AS 1428) suite).

Diversity, Access and Inclusion Policy



- Approve plans and projects only when compliant with requirements outlined in the above Codes and Standards.
- Ensure all contracts and tender documents contain a clause advising contractors of their obligation to implement the City's Access and Inclusion Plan wherever practicable and report annually on their compliance with the Plan.

3. Information Dissemination, Communication and Engagement

The City is committed to ensuring it provides the same opportunity for consultation and engagement, and that information is accessible to, and inclusive for, all members of the community.

3.1. Information Dissemination and Communication

The City will:

- Ensure that information is offered in alternative formats and languages other than English according to the following requirements:
 - ✓ Translators and interpreters for languages other than English are to be National Accreditation Authority for Translators and Interpreters (NAATI) accredited level 3, at a minimum.
 - ✓ Deaf Interpreters are to be NAATI accredited level 2 (level 3 for legal matters).
 - ✓ Braille transcriptions are to be sought from organisations who are able to provide transcriptions that meet the standards as outlined by the Australian Braille Authority.
 - ✓ Transcription of documents in other formats, such as Easy English, should be sought from a suitably qualified and reputable service provider.
- Integrate access and inclusion principles into the City's communications and provide access to clear, accessible information in a variety of formats and media, including but not limited to:
 - ✓ Ensuring an audio loop is used at Council meetings (and formal meetings at external venues) to ensure that people who are hard of hearing are able to participate.
 - ✓ Advertising the availability of an Auslan interpreter on request for Council meetings, other meetings and any City events, programs or workshops and engaging an interpreter when requested.
 - ✓ Publicising, on written material in languages other than English, the availability of information in different formats.
 - ✓ Including a standard phrase indicating documents are available in alternative formats on brochures, promotional material and letters where appropriate.
 - ✓ Ensuring the City's website is W3C Web Accessibility Guidelines (WCAG) 2.2 level AA compliant.
 - ✓ Providing closed captioning and audio description facilities for all video content.
 - ✓ Providing image descriptions for social media and public documents as appropriate.
 - ✓ Using live captioning technology where possible during presentations, meetings and workshops.
 - ✓ Using augmented communication tools to support complex communication needs.

3.2. Engagement and Consultation

The City will:

- Provide information in clear and concise language on how residents can participate in decision making processes, public consultations, and grievance mechanisms.
- Provide information on accessibility of venues when promoting in-person engagement and consultation sessions and offer alternative methods of contribution for people unable to attend due to access needs.
- Ensure varied and user-friendly engagement and consultation processes that encourage feedback from all members of the community with regards to the level of access and equitable provision of services.
- Ensure all grievance procedures are accessible and allow for a range of options for making complaints including: in person, by phone, letter, email, SMS, National Relay Service, Auslan and via the City's website and social media.

Diversity, Access and Inclusion Policy



4. Organisational Culture and Employment Practices

The City promotes equal opportunity in recruitment, promotion, retention and training and will continue to operate and set examples as an organisation which promotes diversity and inclusion and rejects discrimination, unconscious bias and exclusion.

4.1. Employment and Retention

The City will:

- Ensure recruitment and selection policies and practices reflect the desire for a diverse workforce as one strategy to achieve and promote diversity, access and inclusion principles and provide equitable service delivery.
- Engage with specialist recruitment and employment service providers to reach, and encourage applications from, diverse candidates.
- Make appropriate workplace flexibility, modifications and adaptive technologies available to enable staff to do their jobs effectively.

4.2. Training and Development

The City will:

- Ensure all Council representatives are aware of diversity and inclusion principles and the subsequent implications for policy formation, program design and service delivery.
- Continue to integrate this Policy, the Reconciliation Action Plan and Access and Inclusion Plan into policy development and review processes, strategic planning processes and employee inductions.
- Provide relevant diversity awareness training, support and resources to staff to strengthen their knowledge and build understanding.
- Provide advice to Administration and contractors relating to the appropriate communication methods when liaising with Aboriginal and Torres Strait Islander peoples, CALD, PwD, LGBTIQA+ and other communities.

OFFICE USE ONLY	
Responsible Officer	Community Development Advisor – Diversity Access and Inclusion
Initial Council Adoption	25/06/2002
Previous Title	Policy 3.10.02 - Access and Equity
Reviewed / Amended	28/09/2023
Next Review Date	12/12/2027

Diversity, Access, and Inclusion Policy consultation comments

	Summary of Public Comment	Administration's Response
1	Indicated support of survey, commented 'Everyone matters'	Noted.
2	<p>Supportive, requested minor updates to wording in the draft including:</p> <p>Update heading number 2 from 'Environmental Inclusion' to 'Physical and Environmental Inclusion' to make it clearer.</p> <p>Change reference from 'Building Code of Australia' to 'National Construction Code'</p> <p>Remove reference to Australian Braille Authority Australian Standards</p> <p>Change reference of 'voice to text technology' to 'captioning'.</p> <p>Specify level of WC3 Web Content Accessibility Guidelines to be met</p> <p>Include reference to audio description for video content</p>	<p>Noted with the following responses:</p> <p>Heading number 2 updated to 'Physical and Environmental Inclusion' for clarity as requested</p> <p>Reference to 'Building Code of Australia' to remain, as the National Construction Code includes three volumes, two of which are commonly known as the Building Code of Australia and the third of which is the Plumbing Code which is not relevant to this policy.</p> <p>Reference has been changed to recognise that there is no Australian Standard, this was an administrative error and should read as 'standards outlined by the Australian Braille Authority'.</p> <p>Updated reference of 'voice to text technology' to 'captioning' for clarity as requested.</p> <p>Level of WC3 Web Content Accessibility Guidelines to be met has been specified as 'AA'.</p> <p>Reference is already included to audio description for video content so no update is required.</p>

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Diversity, Access and Inclusion Policy



4. Organisational Culture and Employment Practices

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4.1. Employment and Retention

The City will:

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- Provide relevant diversity awareness training, support and resources to staff to strengthen their knowledge and build understanding.
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Previous Title	Policy 3.10.02 - Access and Equity
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