

Disability Access & Inclusion Plan 2017-2022



CITY OF VINCENT

Acknowledgements

The City of Vincent acknowledges the input received from many individuals, groups and organisations within the community, which has been invaluable in the preparation of this Disability Access and Inclusion Plan.

A very big 'Thank you' to all involved.

Alternative Formats

This Disability Access and Inclusion Plan is available in alternative formats upon request in electronic format, hardcopy in standard and large print, audio format on cassette or CD and by email.

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Language Assistance

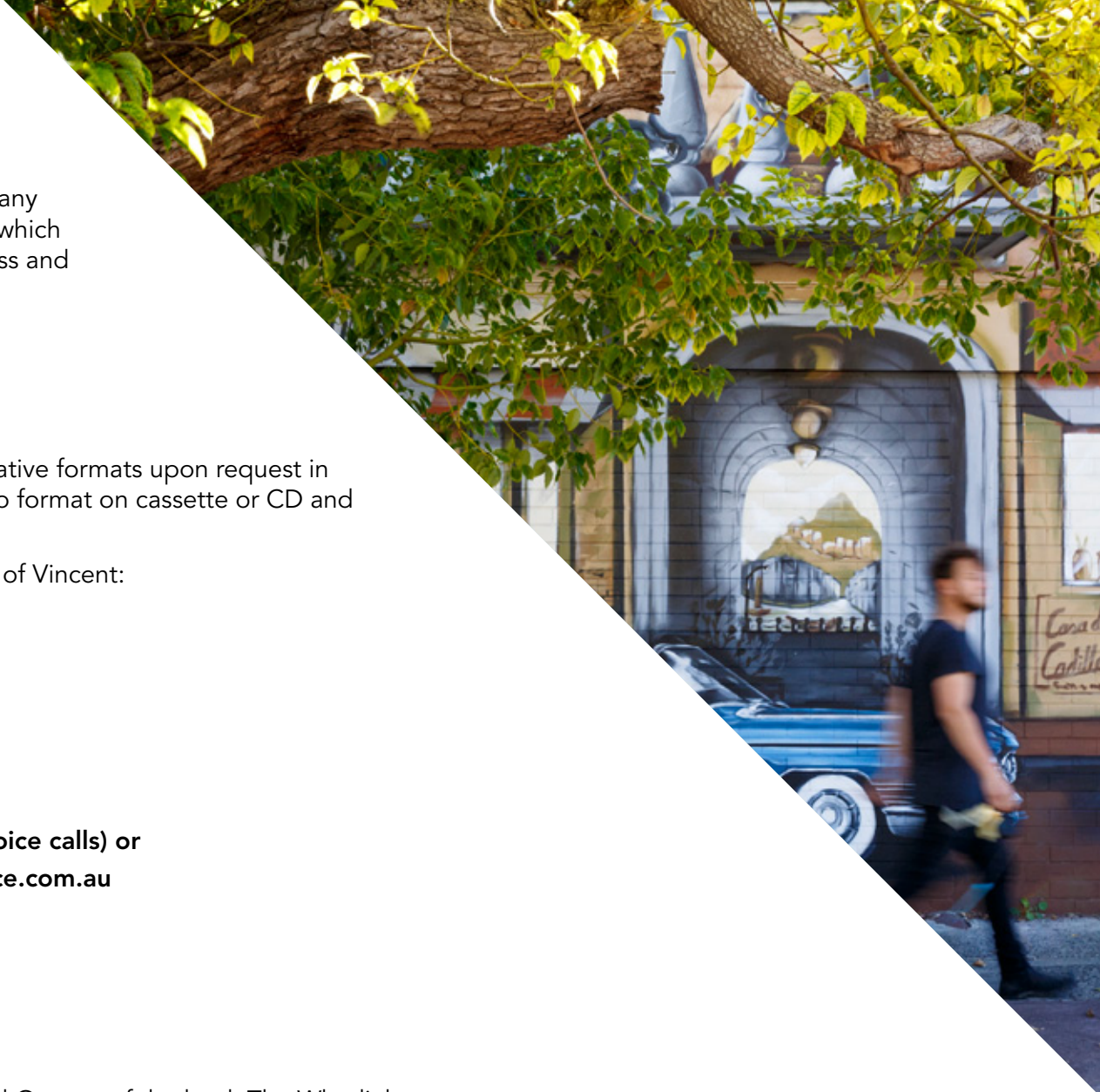
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Acknowledgement of Country

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, present and emerging.



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1. Mayor's Foreword

I am pleased to present the City of Vincent's Disability Access and Inclusion Plan 2017 – 2022, which demonstrates our commitment to creating liveable neighbourhoods for all residents including people with disability, the elderly, families with young children and people from culturally and linguistically diverse backgrounds.

This Plan has been prepared in accordance with requirements of the Disability Services Act 1993 and will enable the City to strategically plan and implement improvements to access and inclusion across seven outcomes areas, including services and events, buildings and facilities, information, quality of service, complaints, consultation processes and employment.

Following extensive consultation, the City decided to include an eighth outcome, policy and procedures, to ensure the needs of people with disability are also considered when we develop and implement policies and procedures.

Overall, the Plan demonstrates our dedication to an inclusive community where everyone can access the facilities and services offered by the City of Vincent and participate in community life.

Mayor Emma Cole



2. Introduction

The City of Vincent is committed to ensuring that services, events, buildings, and facilities within its control are accessible to all members of the community. This includes meeting the specific requirements of people with disability, seniors, children, 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.

These principles are encompassed in the City's motto: "Enhancing and Celebrating our Diverse Community"

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

The Western Australian Disability Services Act 1993 (amended 2004) requires all State and Local Government Authorities to implement a Disability Access and Inclusion Plan (DAIP) to ensure that people with disability have equity of access and inclusion to services, facilities, functions and information provided by the Authority.

This can be achieved by identifying and redressing barriers that either restrict or prevent the full participation of people with disability.

The concept of equity simply implies ensuring that people with disability get a 'fair go' at accessing and participating in all aspects of community life and do not have to contend with unreasonable or unnecessary barriers.

3. About the City of Vincent

Vision

The City of Vincent is committed to working toward equity for all community members including people with disability, their family members and carers. The City values diversity and believes that supporting participation and inclusion for all makes a stronger, more vibrant community.

The City recognises that the task of addressing the many important issues that affect people with disability is not an easy one.

This DAIP sets out details on the issues affecting people with disability, what the City of Vincent will do in pursuit of its commitment to equity for all, and how it intends to do it.

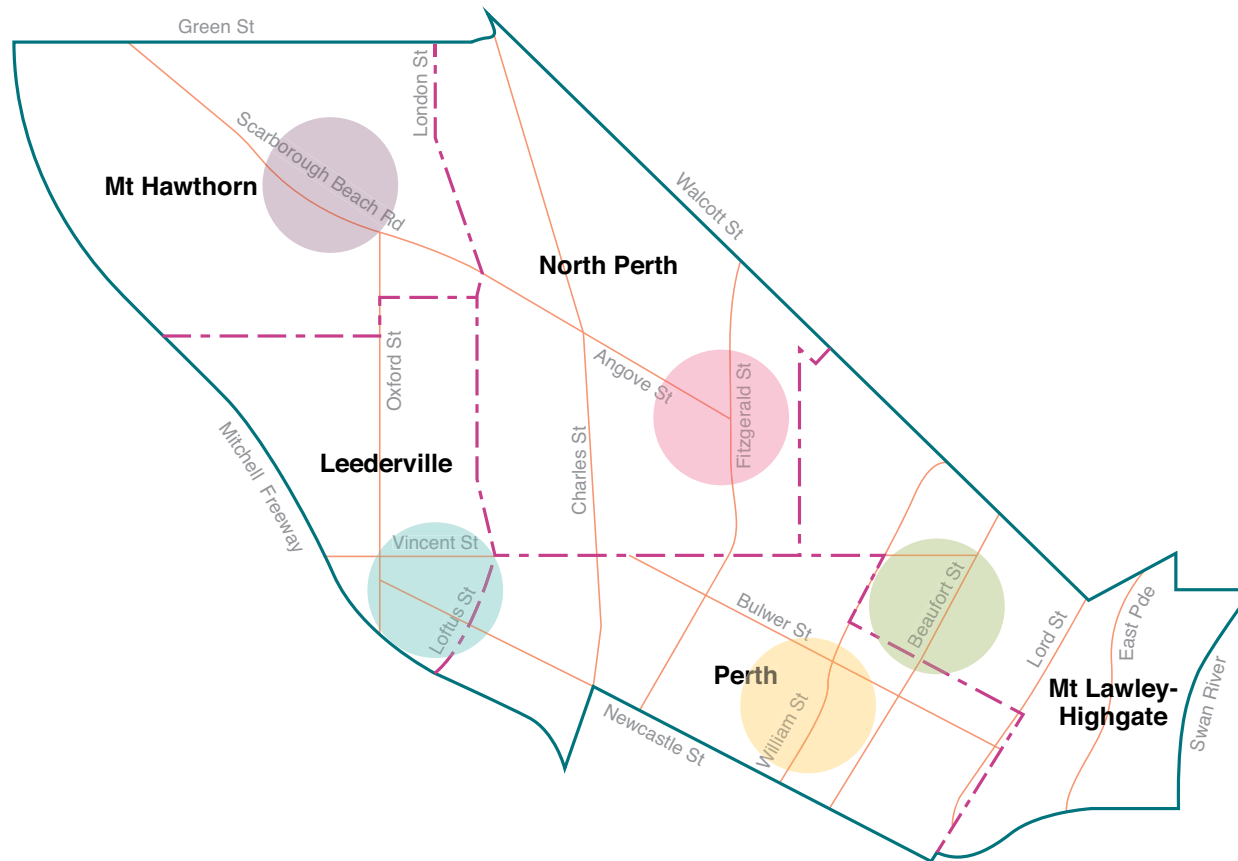
Background

The Town of Vincent was proclaimed on 1 July 1994 with the restructuring of the City of Perth into four municipalities (Town of Vincent, Town of Cambridge, Town of Victoria Park and City of Perth). An elected council took office in May 1995. Having met the requirements to be designated a City, as prescribed by Section 2.4 of the Local Government Act 1995, on 1 July 2011 the Town of Vincent became the City of Vincent.

The City of Vincent is named after Vincent Street, which is a major road through the center of the City. It is also the location of the City's Council Chambers and Administrative Offices. Busy and popular commercial areas such as Beaufort, Fitzgerald, Oxford Streets and Scarborough Beach Road are in the area, along with quiet residential areas. The area is custodian to more than a hundred years of built history and heritage and has a longstanding connection with Aboriginal and Torres Strait Islander peoples.

The City's local population has grown into a wonderfully diverse mix of cultures, nationalities, household and family structures, all of which contribute to a unique and vibrant community.





General Statistics

Total population	Est. 35,587 (ABS ERP 2016)
Median age	34 years
Households Renting	39%
Households with a mortgage	28%
Medium and high density housing	45%
Median weekly household income	\$1, 689

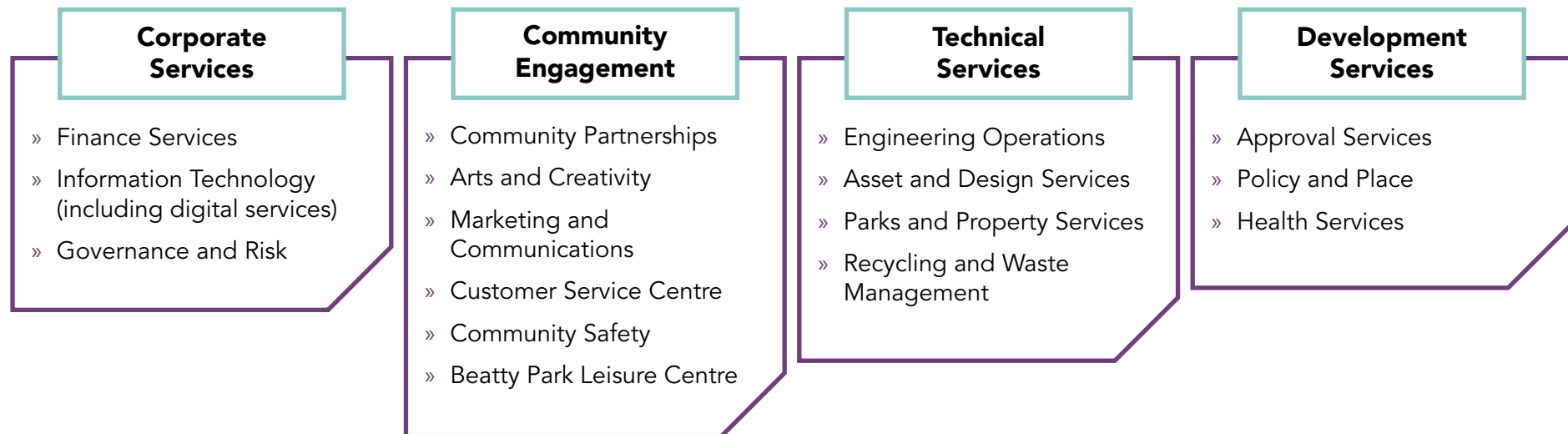
Number of City of Vincent employees	258 (FTE)
Employees who identify as having a disability	384 (Total Headcount)
Elected members	3.3%
	Mayor & 8 Councilors

Area

The City of Vincent covers an area of 11.3 square kilometres which includes the suburbs of North Perth, Leederville, Highgate and Mount Hawthorn, and parts of East Perth, West Perth, Perth City, Mount Lawley, Osborne Park and Coolbinia. The City of Vincent is bounded by the Town of Cambridge, the City of Bayswater, the City of Perth and the City of Stirling. The City incorporates 106.4 hectares of parks and gardens, 139km of roads and 260km of footpaths.

Services, Facilities and Functions

The City of Vincent provides services to residents through four directorates:



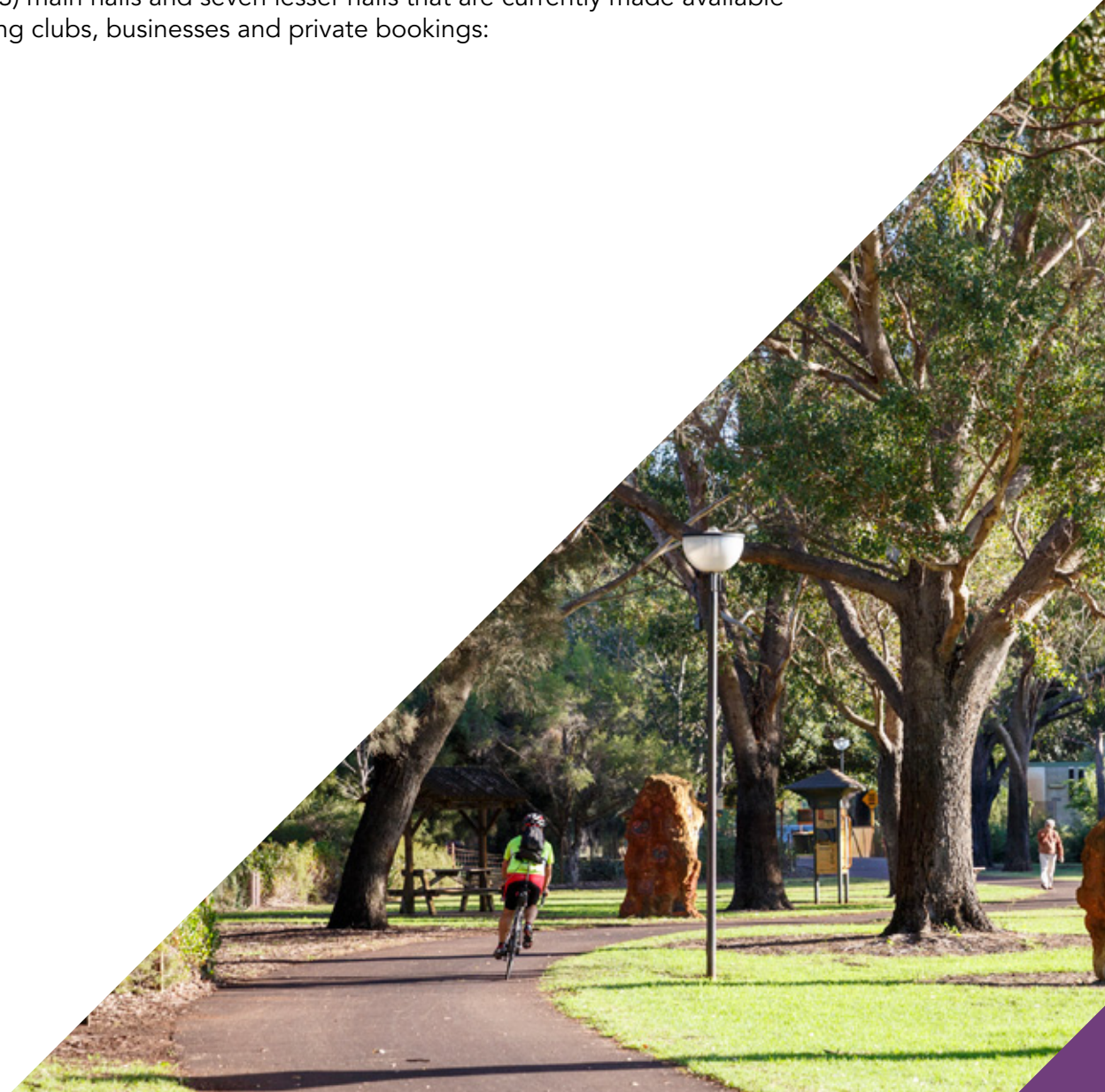
Halls, Sportsgrounds, Parks and Reserves

The City has ten (10) key community facilities including three (3) main halls and seven lesser halls that are currently made available for hire by a wide range of community groups, schools, sporting clubs, businesses and private bookings:

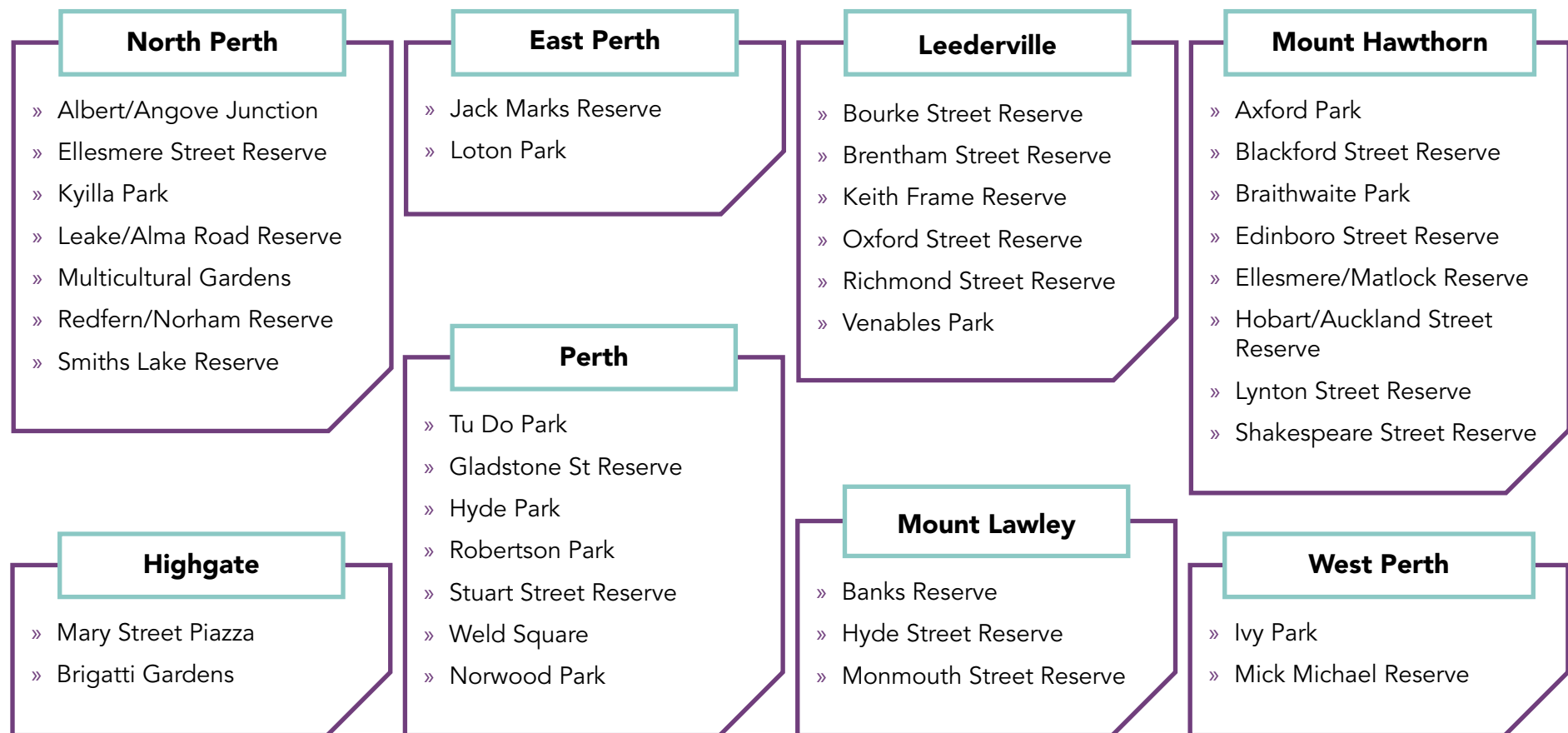
- » Mount Hawthorn Main Hall, Mount Hawthorn
- » Mount Hawthorn Lesser Hall, Mount Hawthorn
- » Menzies Park Pavilion, Mount Hawthorn
- » Royal Park Hall, West Perth
- » North Perth Lesser Hall, North Perth
- » North Perth Town Hall, North Perth
- » Woodville Reserve Pavilion, North Perth
- » Beatty Park Reserve Pavilion, North Perth
- » Birdwood Square Pavilion, Perth
- » Banks Reserve Pavilion, Mount Lawley.

The City has nine (9) sportsgrounds:

- » Britannia Road Reserve, Leederville
- » Leederville Oval Leederville
- » Menzies Park, Mount Hawthorn
- » Forrest Park, Mount Lawley
- » Beatty Park Reserve, North Perth
- » Charles Veryard Reserve, North Perth
- » Les Lilleyman Reserve, North Perth
- » Woodville Reserve, North Perth
- » Birdwood Square, Perth.



The City has thirty-seven (37) passive parks/reserves:



The City also leases land to various Clubs and Associations across the City.

The City seeks to ensure its services and facilities are inclusive and accessible to people with disability, and where possible, influences other service providers within the community to ensure those services are also inclusive and accessible to people with disability.

4. Disability Demographic Profile

Definitions

The Disability Services Act 1993 (amended 2004) defines disability as 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.

The experience of disability is therefore significantly influenced by an individual's physical environment, their support networks and their sense of inclusion.

The concept of disability can have a range of different meanings depending on the context and or circumstances. The context here is one of community inclusion. In this context the definition of disability would be extremely broad. Principles of community inclusion focus less on the disability and more on the individual and their abilities, capacities and interests.

In 2015, **almost one in five Australians reported living with disability** (18.3% or 4.3 million people nation-wide)*.

In 2011, 1195 people, or 3.8% of the Vincent population reported needing assistance in their day to day lives due to disability. (Source: Australian Bureau of Statistics Census of Population and Housing 2011. Compiled and presented by .id the population experts). The City's disability statistics relate directly to need for assistance due to a severe or profound disability. Please note that a person's reported need for assistance is based on a subjective assessment and should therefore be treated with caution.

*Source: Australian Bureau of Statistics 2015 Survey of Disability, Ageing and Carers

Types of Disability

For the purposes of implementing the DAIP, the various different disabilities should fit into one of the following categories:

Physical

Including but not limited to wheelchair users, amputee, reduced or restricted physical mobility, dexterity and control. Some of the key issues impacting on inclusion for people with physical disabilities are around public attitudes/understanding, communication and assistance techniques and mobility including moving from 'a-to-b' in the environment and ability to control movement in someone's personal space.

Vision

Includes but is not limited to total blindness, legal blindness (less than 10% vision) and low or restricted vision conditions. The key issues impacting on inclusion for people with vision impairments are around public attitude/understanding, communication and assistance techniques, independent safe mobility and information provision.

Hearing

Includes but is not limited to deafness and reduced hearing conditions. The key issues impacting on inclusion for people with hearing impairments are around public attitude/understanding, communication and assistance techniques and information provision.

Cognitive

Includes any condition that impacts on a person's thought processes - intellectual, psychiatric, mental health, dementia, psychosis, schizophrenia. Key issues impacting on inclusion for people with cognitive disability are around public attitude/understanding, communication and assistance techniques and information provision.

5. Barriers to Access and Inclusion

There are a multitude of different barriers faced by people with disability as they attempt to build a good life and pursue their citizenship entitlements. It is important that City staff at all levels and in all departments have some understanding of the types of barriers and how they might impact on people with different disabilities and then take this into account when they are doing their work.

Most, if not all, of these barriers can be categorised under one of the following types:

Attitudinal Barriers (People)

This is by far the most commonly experienced barrier. It comes about when people in society misunderstand what it means to have a disability and how it might impact on someone. It tends to be characterised by a range of negative stereotypes and assumptions about the person's capacity, abilities and entitlement to belong and participate. When it is experienced by people with disability its impact can be severe and profound. It can result in people being made to feel different, as though they don't belong and as if they are not welcome. Working to reduce this attitudinal barrier is primarily about awareness raising through education and training initiatives.

Physical Barriers (Places)

Levels of awareness around physical barriers is quite wide-spread. However, a common misunderstanding is that inclusion for people with disability is only about the built environment, i.e. "this building is accessible, we have a ramp". Physical barriers or obstacles can limit a person's capacity to move independently in the environment in a safe and dignified manner. Physical barriers can result in people with disability experiencing difficulty accessing the built environment or in their total exclusion from it altogether.

Working to reduce physical barriers is primarily about ensuring that infrastructure is designed, built and maintained in a manner that enables it to be accessed by people who use wheelchairs.

Procedural Barriers (Policies)

Policies and procedures can present unfair or unreasonable barriers for people with disability. The impact of a disability is unique for every person and every person's capacity to deal with that impact will also vary. As a result, people with disability often have to do things in a different way to others. Sometimes this can conflict with a policy or procedure or with 'the way we do things'. Working to reduce procedural barriers is about ensuring that disability access and inclusion becomes an integrated part of the mainstream way of doing things. Initiatives to reduce attitudinal and physical barriers will assist this.

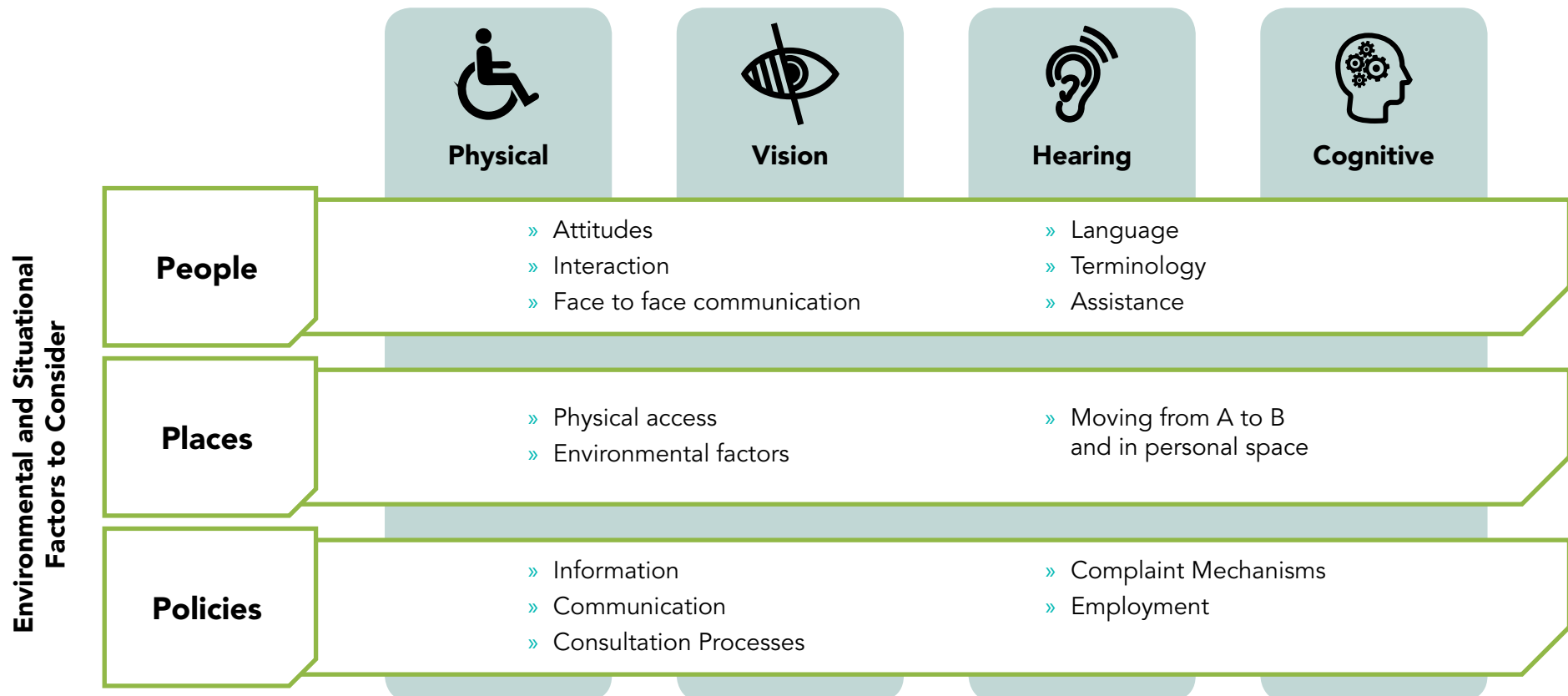
The Disability Access and Inclusion Matrix

The Disability Access and Inclusion Matrix provides a framework to support decision making around improved access and inclusion for people with disability, their families and carers. The matrix below indicates particular functional and practical implications commonly experienced by people living with each category of disability. Public authorities need to think about disability in this way and understand that they can make

improvements by influencing their people, the places they operate in and policies or the way they do things.

In order to achieve positive access and inclusion outcomes, it is necessary for local government's to move beyond the prescribed minimum requirements and aim for best practice. The City of Vincent is committed to doing this.

Human Capacities Impacted by Disability



Equity for People with Disability

The concept of 'equity' simply implies ensuring that people with disability get a 'fair go' at accessing and participating in all aspects of community life.

The City of Vincent's understanding of an accessible and inclusive community is one in which all of the City's functions, facilities, services and information (both in-house and contracted) are accessible to people with disability, providing them with the same opportunities, rights and responsibilities as other people in the community.

The City of Vincent:

- » Recognises that people with disability are valued members of the community who make a variety of contributions socially, economically and culturally;
- » Values diversity and believes that supporting participation and inclusion for all, makes a stronger more vibrant community;
- » Believes that people with disability, their families and carers should be supported to remain connected, included and visible in the community;
- » Is committed to consulting with people with disability, their families and carers and disability organisations in addressing barriers to access and inclusion;
- » Will ensure its agents and contractors work towards the desired outcomes in the DAIP;
- » Is committed to supporting local community groups and businesses to provide access to, and inclusion of, people with disability;
- » Is committed to achieving the 8 specified outcomes in its DAIP; and
- » Will work in partnership with other relevant public authorities as appropriate.



6. Disability Access and Inclusion in a Local Government Context

Legislative Requirements

People with disability have the same fundamental rights and responsibilities as all other members of the community. These rights are founded on principles of human rights and social justice, not charity, sympathy or pity toward people with disability.

Legal obligations under relevant disability laws can be categorized in to two key themes.

1. Prevent unlawful disability discrimination, and
2. Ensure equal access to opportunity for everyone

To support this approach, a number of state, national and international disability laws have been introduced. These include:

Worldwide

United Nations Convention on the Rights of People with Disabilities

An international agreement under the auspices of the UN that sets out basic rights of and responsibilities for people with disability. Australia became a signatory to the Convention in 2008. Most of the requirements and initiatives set out in the Convention are reflected in Commonwealth and State disability laws.

National

Disability Discrimination Act 1992 (DDA)

The DDA makes it unlawful for any person or organisation to directly or indirectly discriminate against a person with disability. Direct discrimination is about less favourable treatment while indirect discrimination is about unfair exclusion. Areas covered by the DDA include education, employment, public transport, access to premises,

use of goods and services, land and accommodation, clubs and associations and Commonwealth Government laws and programs.

The implied obligation under the DDA is to ensure equitable, safe and dignified access for people with disability.

In general, the DDA does not give direction on how to avoid unlawful disability discrimination. However, the Australian Human Rights Commission has developed disability standards for employment, education, public transport and access to premises in accordance with the provisions set out in the DDA. These standards are available at www.humanrights.gov.au.

The City's DAIP 2017-2022 will be voluntarily lodged with the Australian Human Rights Commission as a DDA Action Plan.

State

Equal Opportunity Act 1984 (amended 1988) - EOA

It is unlawful under the WA Act to discriminate against a person with a physical, intellectual or emotional impairment, a person who has had impairment in the past, or someone assumed to have an impairment. It includes short term conditions as well as ones which are chronic.

Direct impairment discrimination occurs when a person with an impairment is treated less favourably than a person without that impairment, in the same or similar circumstances. Indirect impairment discrimination is when a requirement, condition or practice that is the same for everyone has an unfair effect on a particular person because of their impairment, and is unreasonable in the circumstances. Under the Act it is unlawful to discriminate against a person because of their

impairment, or the impairment of a relative or associate, in certain areas of public life and these areas include:

- » employment/work
- » education
- » access to places and vehicles
- » provision of goods, services and facilities
- » accommodation
- » club membership
- » sport – in some instances
- » application forms
- » superannuation and provident funds – in some instances
- » advertisements

The implied obligation under the EOA is to ensure that people with disability have access to the same opportunities as others. That is, 'equity' for all.

Delivering equity for all is not achieved simply by treating everyone the same. Ensuring equal access to opportunity for people with disability may require adjustments or accommodations to deal with unreasonable and/or unnecessary barriers which arise because of the impact of a person's disability. Thus, applying one policy to everyone in the belief that this is fair to everyone is not the case.

Disability Services Act 1993 (amended 2004)

This Act requires all public authorities in WA to develop and implement a Disability Access and Inclusion Plan (DAIP). The purpose of the DAIP is to develop strategies that ensure people with disability can access services, premises and facilities provided by public authorities and to participate and be included in their community.

The seven specified outcome areas in a DAIP are:

1. People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.
2. People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.
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.
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.
5. People with disability have the same opportunities as other people to make complaints to a public authority.
6. People with disability have the same opportunities as other people to participate in any public consultation by a public authority.
7. People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

In addition, the City of Vincent has decided to voluntarily include an eighth outcome area relating to its policies and procedures even though it is not specified by legislation:

8. People with disability have the same opportunities as other people to have their needs and entitlements considered in all City of Vincent processes

Legislated DAIP requirements include:

- » DAIP reviewed at least once every five years;
- » Public consultation undertaken with people with disability and key stakeholders;
- » Public consultation must be advertised through the public authority's website and the local or state newspaper. A period of three weeks minimum is recommended;
- » DAIP to be available in alternative formats on request by a person with disability;
- » Revised DAIPs to be lodged with the Disability Services Commission;
- » DAIP to be promoted by placing it on the authority's website and advertising in the local or state newspaper;
- » Progress report to be completed annually and submitted to the Disability Services Commission;
- » DAIP to be reported on in agency's annual report;
- » Contractors to comply with agency's DAIP.

It is essential that organisations appreciate their legal obligations but also make a commitment to working beyond prescribed minimum standards and legal requirements to ensure equity and a 'fair go' for everyone by encouraging friendly and welcoming communities where everyone can feel a sense of belonging, that they matter and that they can contribute.



The City of Vincent is committed to implementing its DAIP in a manner that is consistent with the **Principles Applicable to People with Disability** from Schedule 1 of the Disability Services Act 1993 (amended 2004). These are:

1. People with disability are individuals who have the inherent right to respect for their human worth and dignity without discrimination and with equality of opportunity.
2. People with disability, whatever the origin, nature, type or degree of disability, have the same human rights as other members of society and should be enabled to exercise those human rights.
3. People with disability have the same rights as other members of society to realise their individual capacities for physical, social, emotional, intellectual, cultural and spiritual development.
4. People with disability have the same right as other members of society to access services that will support their choices, assist them to be as independent as possible and enable them to participate in all aspects of life.
5. People with disability have the same right as other members of society to participate in, direct and implement the decisions that affect their lives.
6. People with disability have the same right as other members of society to receive services in a manner that respects and protects their rights and opportunities and is the least restrictive option in the circumstances.
7. People with disability have the right to pursue any grievance concerning services.
8. People with disability have the right to access the type of services and supports that they believe are most appropriate to meet their needs.
9. People with disability who reside in country areas have a right, as far as is reasonable to expect, to have access to similar services provided to people with disability who reside in the metropolitan area.
10. People with disability have a right to an environment free from neglect, abuse, violence, intimidation and exploitation.

In addition, the **Local Government Act (1995) WA** requires local governments to report on the DAIPs as part of their Annual Report and develop a Strategic Community Plan.

The City of Vincent is committed to the pursuit of excellence in the provision of access and inclusion for people with disability. The City will actively work to identify and implement current good practices by ensuring that it:

- » Complies with all relevant disability legislation,
- » Considers relevant access and inclusion standards, codes and guidelines,
- » Maintains ongoing network contact with relevant groups and individuals including the major disability advocacy organisations, and,
- » Maintains ongoing contact with relevant local community groups and individuals.

Making all City Policies and Procedures Accessible and Inclusive

Access and Equity Policy

Barriers to equitable access and inclusion for people with disability can stem from either the people, places or policies they encounter. To be accessible and inclusive, policies need to be reasonable in their application to people with disability and flexible enough to accommodate legitimate needs and entitlements of people with disability.

The Access and Equity Policy (3.10.2) aims to ensure the City responds to the needs of all residents and customers in an equitable and non-discriminatory way. The policy provides a mechanism to ensure that the needs of different groups are recognised and addressed.

The Access and Equity policy is closely aligned with the DAIP in that it provides guidance to City Officers on how to develop and implement equitable non-discriminatory policies and procedures in relation to:

- » Physical inclusion
- » Community inclusion and participation
- » Information dissemination
- » Decision making processes, grievance mechanisms and public consultations
- » Training and development
- » Employment
- » Community development



Strategic Community Plan 2013-2023

The vision statement of the Strategic Community Plan is expressed as: *"A sustainable and caring community built with vibrancy and diversity"*. Many actions arising from the four (4) Strategic Objectives are aligned to the actions developed for the DAIP:

- "1. Natural and Built Environment
 - 1.1 Improve and maintain the natural and built environment and infrastructure
 - 1.1.1 Develop and implement a Town Planning Scheme and associated policies, guidelines and initiatives that deliver the community vision.
 - 1.1.2 Enhance and maintain the character and heritage of the City.
 - 1.1.4 Enhance and maintain the City's infrastructure, assets and community facilities to provide a safe, sustainable and functional environment.
 - 1.1.5 Take action to improve transport and parking in the City and mitigate the effects of traffic.
 - 1.1.6 Enhance and maintain the City's parks, landscaping and the natural environment.
- 2. Economic Development
 - 2.1 Progress economic development with adequate financial resources
 - 2.1.2 Develop and promote partnerships and alliances with key stakeholders.
 - 2.1.4 Implement the Leederville and North Perth Masterplans.
- 3. Community Development and Wellbeing
 - 3.1 Enhance and promote community development and wellbeing
 - 3.1.1 Celebrate, acknowledge and promote the City's cultural and social diversity.
 - 3.1.2 Promote and foster community safety and security.
 - 3.1.3 Promote health and wellbeing in the community.
 - 3.1.4 Continue to implement the principles of universal access.
 - 3.1.5 Promote and provide a range of community events to bring people together and to foster a community way of life.
 - 3.1.6 Build capacity within the community to meet its needs.
- 4. Leadership, Governance and Management
 - 4.1 Provide good strategic decision-making, governance, leadership and professional management
 - 4.1.1 Develop leadership skills, behaviours and culture that enhance the public image of the City.
 - 4.1.2 Manage the organisation in a responsible, efficient and accountable manner.
 - 4.1.3 Provide excellence in customer service
 - 4.1.4 Plan effectively for the future.
 - 4.1.5 Focus on stakeholder needs, values, engagement and involvement.
 - 4.2 Provide a safe, positive and desirable workplace
 - 4.2.1 Promote employee performance, recognition, reward, satisfaction and wellbeing, and provide a safe and positive workplace.
 - 4.3 Promote and Implement Knowledge Management and Technology
 - 4.3.1 Enhance knowledge management and promote technology opportunities to improve the City's business, communication, security and sustainability."

Context of other City of Vincent Plans and Policies

The DAIP is one of a suite of plans that inform the City of Vincent's overarching Strategic Community Plan 2013-2023 and Corporate Business Plan 2016/17- 2019/20. Other strategic documents include:

- » Affordable Housing Strategy
- » Asset Management Strategy 2010-2020
- » Car Parking Strategy
- » Closed Circuit Television (CCTV) Strategy 2013
- » Community Safety & Crime Prevention Plan 2015-2018
- » Corporate Business Plan 2016/17-2019/20
- » Heritage Strategic Plan
- » Precinct Parking Management Plans
- » Strategic Plan/Plan for the Future
- » Vincent Vision 2024

The DAIP outcomes and related strategies also align with a wide range of City of Vincent policies and procedures that articulate aspects of the Corporate Business Plan.

These include (but are not limited to):

- 1.1.1 Information and Communications Technology - Conditions of Use
- 2.1.6 Parks and Reserves - Playgrounds, Barbeques, Outdoor Exercise Equipment and Lights
- 2.2.1 Directional Signs
- 2.2.13 Parklets
- 3.8.3 Concerts and Events
- 3.9.2 Parking Enforcement and Review/ Appeal of Infringement Notices
- 3.9.5 Parking Control
- 3.10.2 Access and Equity

- 3.10.4 Provision of Assistance for Aged People and People with Disability
- 3.10.8 Festivals
- 4.1.3 Customer Complaints Management and Procedures
- 4.1.5 Community Consultation Guidelines and Procedures
- 4.1.20 Social Media Protocol
- 4.2.4 Council Meetings - Recording and Access to Recorded Information
- 4.2.9 Council Members - Professional Development
- 4.2.12 Advisory Groups
- 4.2.13 Design Advisory Committee
- 5.2.1 Recruitment and Selection
- 5.2.5 Attraction & Retention Strategies
- 5.4.1 Career Development
- 5.4.2 Performance and Development
- 5.4.3 Training and Development
- 5.5.1 Violence, Harassment and Bullying in the Workplace
- 5.5.2 Equal Employment Opportunity
- 5.5.3 Grievance Resolution Procedures
- 5.6.7 Emergency Evacuation
- 5.6.10 Injury Management and Rehabilitation
- 5.6.13 Office Ergonomics
- 5.7.6 Personal/Carer's Leave
- 7.4.2 Aged or Dependent Persons' Dwellings

Continued integration of the City's Access and Equity policy and Disability Access and Inclusion Plan into the policy development and review process should result, over time, in a suite of policies and procedures that deliver a high level of equity and are consistent with the commitments made in the DAIP.

7. Access and Inclusion Initiatives 2012-2017

The City of Vincent developed its first Disability Service Plan (DSP) in 1995 and its implementation resulted in a range of initiatives which improved access to information, services and facilities for people with disability. The plan addressed both statutory requirements under the DSA WA Disability Services Act and obligations under the Commonwealth Disability Discrimination Act (1992).

Following the 2004 amendment to the DSA, the City developed its first Disability Access and Inclusion Plan (DAIP) aimed at ensuring people with disability can access services provided by the City in a way that facilitates increased independence, opportunities and inclusion within the community.

Summary of Achievements

Significant DAIP achievements and initiatives implemented by or on behalf of the City during the review period 2012-2017 include:

2011/12

- » The Vincent Improved Access (VIA) Awards were held as part of the City's celebration of International Day of People with Disability, acknowledging and promoting individuals, organisation, community groups, schools and businesses that have made changes to provide equal access and opportunities for people with disability within the City
- » Active participation in the Federal Government (Disability Parking Services for Persons with a Disability) Working Party which developed national guidelines for universal access requirements
- » Launch of the 'Vincent Light and Safe' initiative to assist disadvantaged residents and those with disability with motion sensitive lighting and LED lights to improve levels of security and safety
- » Systematic upgrade of all footpaths undertaken, with an additional annual allocation to address specific universal access ramps and/or tactile ground surface indicator requirements
- » Disability awareness and deaf awareness training undertaken by all staff
- » An Equal Opportunity Employment Management Plan adopted, with outcomes to ensure the workplace is accountable and free from harassment, free from unlawful discrimination and encourages increased participation

2012/13

- » Development of Policy 1.1.4: Provision of Transport Assistance for Aged People and People with Disability
- » Services provided for individuals with additional support requirements such as financial counselling, verge maintenance and high volume waste disposal
- » AUSLAN interpreter services provided at key community events
- » Promotion of a competition to celebrate International Day of People with Disability

- » Beatty Park Leisure Centre - Redevelopment included a range of designs and equipment to improve accessibility such as graduated ramping into the pool at one end, a transfer slide board and hoist, a water wheelchair, and upgrade of the change room to include improved access, handrails and the provision of shower chairs

2013/14

- » Inclusion of a 7th outcome in the DAIP 2012-2017 focused on assisting in employment opportunities for people with disability
- » Updated Community Consultation policy and consultation documents to include a section on access and inclusion
- » Development of Translation and Interpreter Guidelines as well as a booking form on the City's website to increase usability and awareness of interpreters and translators
- » Installation of portable hearing loops at the administration building, library, and Beatty Park Leisure Centre customer service counters
- » City wide tactile inspection and monitoring program
- » Implementation of an event checklist for internal and external events held in the Vincent

2014/15

- » Paving works for new buildings to accommodate accessibility
- » Removal of parking fees for people who use the ACROD bays
- » New accessible pathway within Britannia Road Reserve
- » Installation of a universally accessible public toilet at Oxford St Reserve
- » Waste teams to pick up bins for people with disability
- » Accessible toilets and access ways for sponsored events
- » All position descriptions modified to include a statement regarding equal employment opportunity

- » Library and Local History Centre - changed height and presentation of the self-serve reservations kiosk; installed a hearing loop system for public events; provision of a battery charger connection suitable for use with gophers or electronic wheelchairs
- » Beatty Park Leisure Centre - additional sized slings for the pool hoist and change room ceiling hoist

2015/16

- » Disability Awareness Week (DAW) event held with support from the Disability Services Commission
- » A Disability Services Commission (DSC) grant was secured, allowing for a collaboration with Inclusion WA to deliver the Vincent Connect project which aims to build the capacity of community groups and clubs, to include people with disability particularly from CALD and Aboriginal backgrounds into existing structures/programs
- » A DSC grant (administered by WALGA) was secured, allowing for an automatic door to be installed on the accessible change room at Beatty Park Leisure Centre, as well as for the purchase of an additional water wheelchair (compatible with the existing pool hoist) allowing easier access to pools and reduced waiting times.

8. Development of DAIP 2017-2022

Under provisions of the West Australian Disability Services Act 1993 (amended 2004), DAIPs must be reviewed at least once every five years. Reviewing a DAIP assesses how well the City is doing in terms of delivering equal access to opportunities for people with disability in the seven specified outcome areas. Achieving this will require consideration of the City's people, places and policies. Access is about the built environment (places) and inclusion is about people and policies.

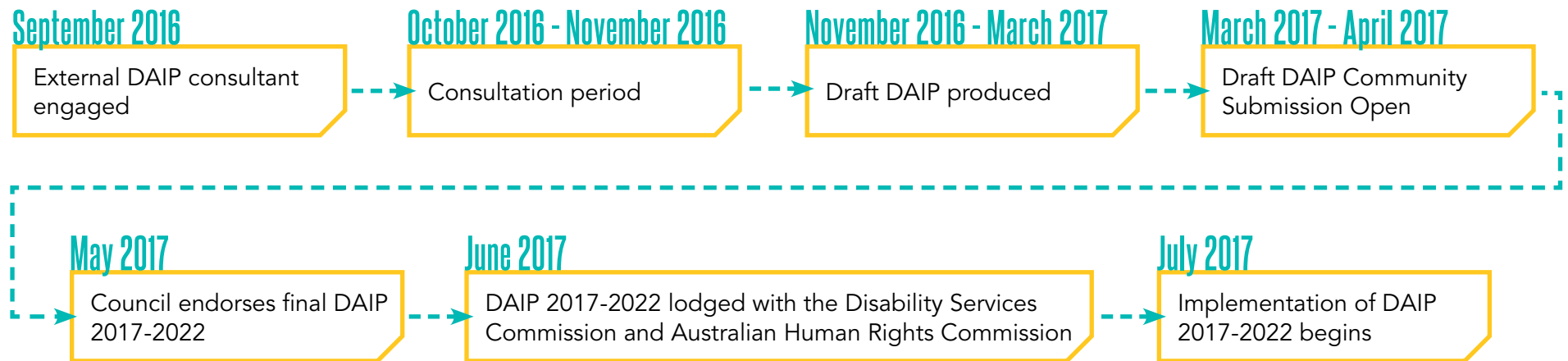
In 2016, an external Disability Consultant was engaged to assist with an independent review of the City's 2012-2017 DAIP.

DAIP Review Methodology

This DAIP review was conducted in accordance with the requirements as set out in the DSA. The project extended over a 6 month period and included:

- » Background research and information gathering
- » Consideration of effectiveness and achievements of existing DAIP 2012-2017
- » Review of all relevant disability related legislation
- » Review of current access and inclusion practices and other relevant policies
- » Community and stakeholder consultation
- » Production of a 2016 DAIP Review Project Report setting out findings and recommendations
- » Drafting of DAIP 2017-2022, which was made available for public submissions
- » Presentation of the updated DAIP 2017-2022 to Council for endorsement
- » Lodging the City's new DAIP 2017-2022 with the Disability Services Commission

Timeline



Consultation Strategy

A consultation strategy was agreed with the City that involved information being collected through a range of methods including:

- » Surveys: two surveys were developed – an internal survey for City of Vincent staff and contractors; and a community survey for external stakeholders. The surveys were available online, in hard copy and in alternative formats upon request.
- » Accessible Vincent Community Forum
- » Face to face interviews
- » Small group meetings
- » Telephone interviews
- » SMS (direct to Consultant); TTY; NRS; over the internet AUSLAN services
- » E-mail communication
- » DAIP Review Workshops delivered to CEO, Directors and Managers

The community consultation was aimed at identifying:

- » The City's achievements in improving access and inclusion in recent years
- » Difficulties and barriers that community members still experience with the City's services and events, buildings and infrastructure, customer service, information, complaints mechanisms, consultation processes and employment.
- » Possible outcomes, objectives and strategies for improved access and inclusion, and
- » Priorities for the revised DAIP.

The review process included input from a range of internal and external stakeholders including:

- » City of Vincent staff and contractors
- » People with disability, their family members and carers
- » Residents, ratepayers and visitors to the City
- » Disability advocacy groups
- » Disability service providers
- » The local community and general public

The independent disability consultant employed by the City to undertake the review process also utilised his ongoing professional relationships and knowledge within the disability sector to inform the DAIP strategies.

Promotion of the DAIP review process included:

- » Widespread email circulation of the review information and link to surveys
- » Advertisements in The Perth Voice and Guardian Express
- » Updated information on the City's website
- » Posters and flyers encouraging community involvement distributed at City buildings including the Administration and Civic Centre, Library and Local History Centre and Beatty Park Leisure Centre; local notice boards and local doctor surgeries, physiotherapists, podiatrists, chemists and not for profit groups across Vincent
- » A range of stakeholder organisations including local contacts and community groups were contacted directly.

Feedback analysis

The Community Consultation resulted in:

- » 65 internal City of Vincent staff and contractors completing the staff survey
- » 48 responses to the community survey from external stakeholders, including people with disability, family members and carers.
- » 23 City Officers including executive and managers attending the DAIP Review Workshops
- » 8 participants attending the community forum including community members, representatives from disability service providers, disability advocacy organisations and City staff.

The findings in the review were derived from a combination of:

- » Legislative requirements
- » Stakeholder engagement, including internal and external consultation
- » Background research and information gathering
- » The Consultant's expertise and experience

In reviewing the DAIP 2012 -2017, it is apparent that the City of Vincent is making significant progress in meeting the 7 DAIP outcomes and ensuring its services and facilities are accessible and inclusive for people with disability.

The review identified that the overall awareness of the existence of the DAIP throughout the organisation is good and that the City can demonstrate that it has been working hard to educate its staff and increase the level of disability awareness.

Of particular note is the very strong commitment to the concept of equity for people with disability throughout the organisation. It needs to be acknowledged that considerable goodwill has been demonstrated by staff across all levels to the City's commitment to continuous improvement and becoming a leader in access and inclusion.



Issues Raised During Stakeholder Engagement

1. Equitable Access to Services and Events

Topic	Issues
Policies and procedures	<ul style="list-style-type: none">» Ensure that all policies and procedures are consistent with DAIP requirements» Policies and procedures need to be flexible enough to accommodate the legitimate needs of people with disability and reasonable in their application to people with disability in the particular circumstances
Parking	<ul style="list-style-type: none">» Not enough accessible bays» Need to be located close to entry» Must include ramp to adjacent footpath» Need for access to ACROD parking for people experiencing short term disability e.g. broken leg in a wheelchair for six months
Seating	<ul style="list-style-type: none">» Need for more seating options at functions and in the pedestrian environment» Consider priority seating/designated viewing areas for people with disability at events
Shade	<ul style="list-style-type: none">» Shading needed over playground equipment e.g. Hyde Park
Physical Access	<ul style="list-style-type: none">» Some events are conducted in locations that have limited physical access» Stalls at some events are not accessible to people using wheelchairs» Need for handrails and colour contrast nosings on stairs» Not enough grab rails
Food	<ul style="list-style-type: none">» Not enough options for people with dietary requirements

1. Equitable Access to Services and Events (Continued)

Topic	Issues
Promotion and advertising	<ul style="list-style-type: none">» Some information only available in PDF format which can be inaccessible for some screen reading technologies» Need for information in a range of different formats» Use social media» Provide details on level of accessibility on website
Signage and orientation	<ul style="list-style-type: none">» Need for improved directional and information signage at some events/venues» Educate and support staff to be able to provide appropriate personal assistance
Transport	<ul style="list-style-type: none">» Location of venues in relation to public transport options» Need for accessible drop off bays at events and venues» Difficulty with physical access at some bus stops» Limited knowledge of transport options available» Cluttered, uneven footpaths, lack of a clear continuous path of travel

2. Equitable Access to Buildings and Infrastructure

Topic	Issues
Buildings	<ul style="list-style-type: none">» Need for accessible parking, entrance, reception and toilets» Ensure a clear continuous accessible path of travel from parking into the building and any public areas» Heavy hinged doors are a problem» Sometimes accessible toilets are locked
Footpaths	<ul style="list-style-type: none">» Lots of clutter i.e. chairs, tables, signs» Crossings not well aligned» Vehicles and building materials cluttering footpaths» Ensure a clear continuous accessible path of travel (CCAPT)» Ground surfaces need to be level, firm, flat and slip resistant» Use Tactile Ground Surface Indicators (TGSIs) where appropriate» Consider principles of 'way finding' when designing, building and maintaining pedestrian facilities
Accessible parking	<ul style="list-style-type: none">» Not enough bays» Design, layout and location important» Some accessible parking facilities have been removed when cycle lanes were added» Ensure that accessible parking signage meets Australian Standards
Taxi ranks	<ul style="list-style-type: none">» Require a ramp to access the adjacent footpath e.g. Newcastle Street
Local businesses	<ul style="list-style-type: none">» Some local businesses are physically inaccessible with steps at entry.» Encourage and support local business to be more accessible and inclusive for people with disability

3. Equitable Access to Information

Topic	Issues
Website	<ul style="list-style-type: none"> » Ensure that the website is compliant with accessibility guidelines i.e. W3C Web Accessibility Guidelines and DSC Website Accessibility Guidelines » Ensure downloadable items are offered in a range of accessible formats such as Microsoft Word and not just PDF
Forms	<ul style="list-style-type: none"> » Make all forms available online in HTML, in accessible electronic format and include an 'easy print' option for those who would prefer to print them out
Written material	<ul style="list-style-type: none"> » Ensure appropriate font style, size and colour contrast for all written material including letters, forms, flyers, internal and external signage and website information » Ensure that any written material complies with the DSC's Accessible Information Guidelines
Informing the community	<ul style="list-style-type: none"> » Undertake DAIP promotion and information initiatives » Improve communication of DAIP initiatives and programs to both staff and customers » Use of noticeboards, local newspapers and radio » Use local disability service providers to disseminate relevant information
Communication format	<ul style="list-style-type: none"> » Provide closed captioning on all videos and TV screens » Provide transcripts upon request for any video presentations » Provide image description for images with no text and audio description on all videos » Engage AUSLAN Interpreters when meeting face to face with a person who is deaf » Provide information in alternative formats upon request including Braille, large print, audible or electronic
Adaptive technology	<ul style="list-style-type: none"> » Provide screen reading and audible output options on computers offered for use by customers

4. Equitable Access to Quality Service

Topic	Issues
Staff training	<ul style="list-style-type: none">» Many City staff are keen to do the right thing but have limited knowledge and/or access to appropriate information» Provide disability access and inclusion training to all staff
Organisational culture, structure and processes	<ul style="list-style-type: none">» Promote and support an organisational wide culture supportive of equity for people with disability» Use a DAIP Implementation Plan process to operationalise the strategies identified under each DAIP outcome» The DAIP Implementation Plan lists individual tasks pursuant to each strategy, who is responsible for completing the task and a timeframe for completion of the task» Introduce an internal 'DAIP Steering Committee' mechanism to oversee the DAIP Implementation Plan, provide guidance and support to staff and drive the integration of the DAIP across the entire organisation

5. Equitable Access to Complaints Mechanisms

Topic	Issues
Follow up	<ul style="list-style-type: none">» Some respondents felt that their complaints were not taken seriously and too easily dismissed
Complaint form	<ul style="list-style-type: none">» Complaint form can be difficult to find/access via the website» Allow for complaints to be made in a range of ways including in person and by phone.
Ongoing engagement	<ul style="list-style-type: none">» Offer a database for people with disability to register for targeted information and assistance
Social media	<ul style="list-style-type: none">» Allow for feedback, input and/or comment via social media

6. Equitable Access to Consultation Processes

Topic	Issues
Involvement of people with disability in the decision making process	<ul style="list-style-type: none">» Establish a DAIP advisory committee/mechanism that includes people with lived experience of disability» Establish and maintain an ongoing connection with the major disability advocacy organisations
Ongoing engagement	<ul style="list-style-type: none">» Establish a database of people who are interested in participating in ongoing DAIP actions
Feedback	<ul style="list-style-type: none">» Offer the services of a staff member to assist a person with a disability to complete a survey, feedback or complaint form
Social media	<ul style="list-style-type: none">» Allow for feedback, input and/or comment via social media
Internet	<ul style="list-style-type: none">» Maybe a dedicated website for input and feedback at any time
Accessibility	<ul style="list-style-type: none">» Conduct consultations in venues that offer a high level of physical access» Ensure that all information is accessible and offered in alternative formats upon request» Ensure that staff conducting consultations can communicate, interact and assist people with disability in an appropriate and contemporary manner

7. Equitable Access to Employment Opportunities

Topic	Issues
Recruitment and selection	<ul style="list-style-type: none">» Ensure that recruitment and selection processes are non-discriminatory and accessible» Support and foster a culture of diversity» Ensure that all staff have a contemporary understanding of the rights and responsibilities of people with disability and that they are dealt with on the basis of their merit, not pre-existing assumptions and/or stereotypes» Be open to considering 'reasonable adjustments' to accommodate the legitimate needs of people with disability» Conduct meetings in venues that are physically accessible
Retention	<ul style="list-style-type: none">» Consider making 'reasonable adjustments' to accommodate the legitimate needs of existing employees who acquire a disability
Workplace	<ul style="list-style-type: none">» Ensure that workplaces are physically accessible» Allow for flexibility, workplace modifications and adaptive technology as appropriate
Disability employment services	<ul style="list-style-type: none">» Consider using a disability employment service to offer supported employment opportunities specifically to people with disability

Identified Barriers to Access and Inclusion

The DAIP review process revealed a number of potential barriers within the City to equitable access and inclusion for people with disability. These include:

- » Internal DAIP related processes may need to be improved e.g. internal DAIP steering mechanism and external DAIP advisory mechanism.
- » Some physically inaccessible pedestrian environments.
- » City policy and procedures may not reflect contemporary values and practice.
- » Events may not always be held in a manner and location that best facilitates the participation of people with disability.
- » Suitable parking for people with disability may not be meeting the needs of this growing demographic.
- » Elements of the City's website may require improvement to best meet the needs of people with disability.

- » Some staff may be uninformed or lacking in confidence to adequately provide the same level of service to people with disability.
- » Some communication and information processes may need to be improved to make them more accessible and inclusive for people with disability.
- » People with disability may not be aware of consultation, complaint and employment opportunities offered by the City.

The DAIP review findings detailed above have been taken into consideration in the development of the City's *'Strategies to Improve Access and Inclusion for People with Disability'* in the DAIP 2017-2022.



Leadership and Pursuit of Excellence

In order for the City to pursue its ambition of taking the DAIP process to the next level by going beyond just strict legislative compliance, three key themes emerge:

1. Mainstreaming DAIP Principles Across All City Functions

The management and staff in the Community Partnerships department are to be commended for their on-going commitment and drive to ensuring the achievement of the DAIP outcomes outlined in the City's DAIP 2012-2017.

In order to further strengthen the governance and integration of the DAIP throughout the organisation, it is recommended that an internal DAIP steering committee with representatives from each department be established. This internal committee would report to senior management and ultimately be accountable to Council. Such a change would demonstrate the City's commitment to the concept of equity and reinforce the reality that access and inclusion issues for people with a disability have implications for all staff members across all functions of the organisation.

2. Policies and Procedures

Given that access and inclusion for people with disability has implications across the entire organisation, it is important to ensure that all of the City's policies and procedures are consistent with the DAIP. This will require a process to review all of the City's policies and procedures over time to ensure they are in line with commitments made in the DAIP.

3. Staff Training and Development

Under the DSA, responsibility for implementing the DAIP lies with all staff members throughout the City. It was observed throughout the review that there is generally widespread goodwill toward people with disability, however staff are often unsure about what to actually do and/or how to do it.

The most effective tool to support staff fulfil their shared responsibility to implement the DAIP is ongoing training and development. It is therefore recommended that all staff members be provided with relevant disability information and knowledge to build their capacity and give them the confidence to take the appropriate action.

Responsibilities

Implementation

It is a requirement of the Disability Services Act that the City must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors. The City interprets this obligation to mean that all staff have a shared responsibility to implement the DAIP in much the same way as all staff members have a shared responsibility for safety in the workplace.

The City's DAIP will be implemented over the next five years. DAIP strategies will drive the development of a detailed DAIP Implementation Plan that will identify individual tasks to support progress in each of the DAIP outcome areas.

The DAIP Implementation Plan will outline:

- » Key tasks under each strategy;
- » Timelines for completion of these tasks; and
- » Service areas responsible for completing the tasks

Implementation of the DAIP is the responsibility of all service areas within the City. Some tasks in the Implementation Plan will apply to all areas while others will apply to a specific area. Each service area Manager will incorporate relevant tasks from the DAIP Implementation Plan into their service unit plans.

Agents and Contractors

The Disability Services Act 1993 (amended 2004) requires agents and contractors of public authorities to conduct their business in a manner that is consistent with the contracting public authority's DAIP.

The City of Vincent has inserted the clause developed by the Department of Treasury and Finance, in conjunction with the State Solicitor's office, and recommended in the Disability Services Commission's 'Guide for Agents and Contractors', into relevant

tender and contract documents, which seeks for tenderers to identify which DAIP outcomes they can support in providing their service to the public. Agents and contractors are also required to provide annual reports regarding activities undertaken in relation to the DAIP, which is included in the City's annual reporting to the Disability Services Commission.

DAIP requirements relating to agents and contractors:

- » Apply only to new contracts or contract variations;
- » Apply only to services provided to the public, and
- » Do not apply to services provided directly to the public authority itself.

The City of Vincent will take all practical measures to ensure that its DAIP is implemented by its officers, employees, agents and contractors.

Monitoring and Review

Each year the DAIP Implementation Plan will be reviewed, monitored and amended by the Internal DAIP Steering Group as required, providing the opportunity to manage strategies and related tasks across the five years and respond to emerging access and inclusion issues.

The City's Community Partnerships team will work with all staff to assist and advise on specific relevant actions and indicators to achieve the required outcomes and ensure statutory reporting is completed.

During 2022, the City will undertake a formal review of its DAIP 2017-2022 which will then be submitted to the Disability Services Commission. This report will include what has been achieved under the City's DAIP 2017-2022.

Reporting

The Disability Services Act 1993 (amended 2004) sets out the minimum reporting requirements for public authorities in relation to Disability Access and Inclusion Plans.

The City will report on the implementation of its DAIP through its annual status report to the Disability Services Commission by 30 June each year, outlining:

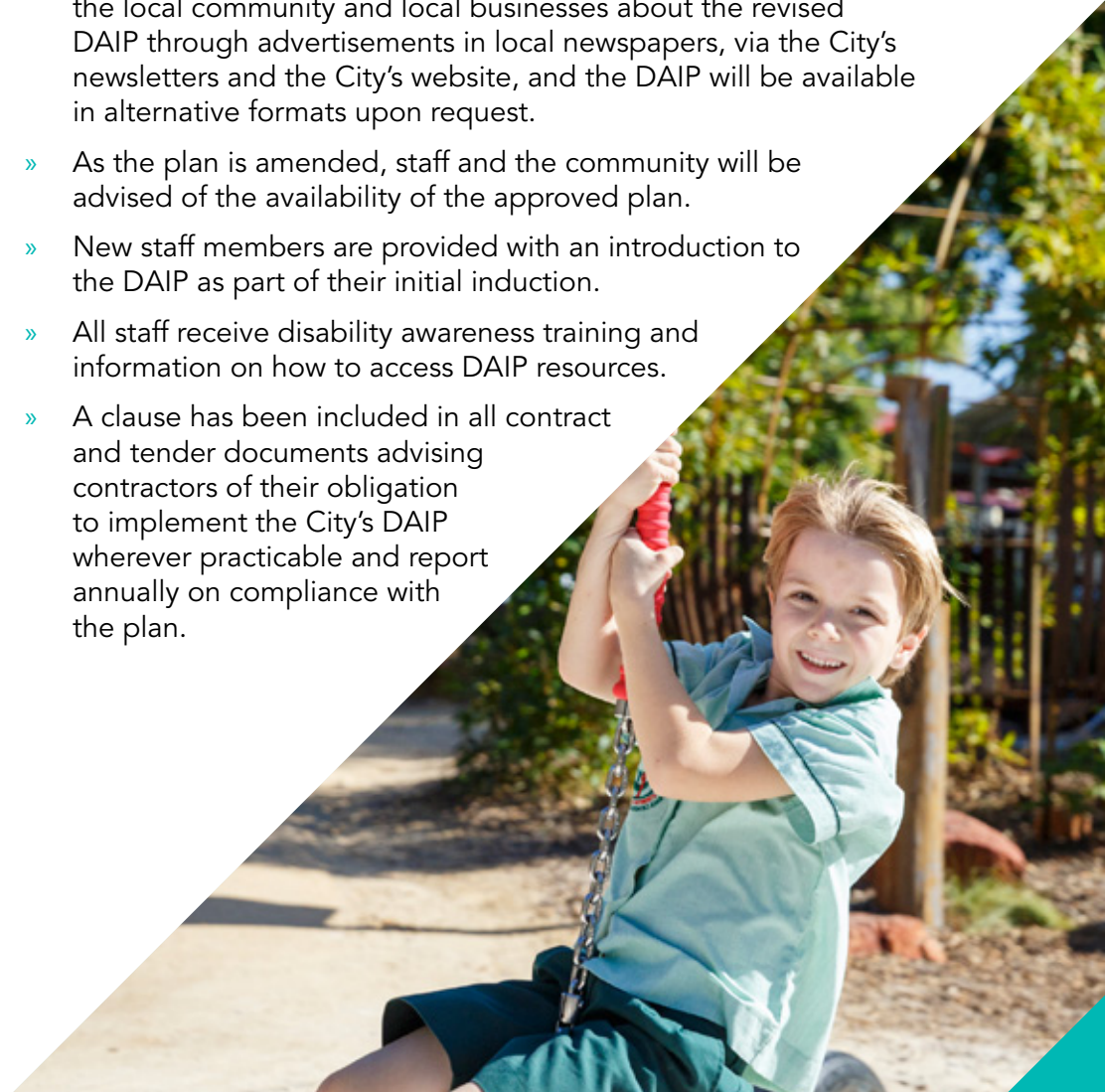
- » Its progress towards the desired outcomes of its Disability Access and Inclusion Plan;
- » The progress of its agents and contractors towards meeting the seven desired outcomes of the DAIP;
- » The strategies it used to inform its agents and contractors of its DAIP.

The City will also provide information about the implementation of the DAIP in its Annual Report.

Communication and Promotion

The City is keen to advance the concept of equitable access and inclusion for everyone and will promote the finalised DAIP 2017-2022 in the following ways:

- » The City will advise staff, contractors, people with disability, the local community and local businesses about the revised DAIP through advertisements in local newspapers, via the City's newsletters and the City's website, and the DAIP will be available in alternative formats upon request.
- » As the plan is amended, staff and the community will be advised of the availability of the approved plan.
- » New staff members are provided with an introduction to the DAIP as part of their initial induction.
- » All staff receive disability awareness training and information on how to access DAIP resources.
- » A clause has been included in all contract and tender documents advising contractors of their obligation to implement the City's DAIP wherever practicable and report annually on compliance with the plan.



9. Strategies to Improve Access and Inclusion for People with Disability

As a result of the review process, a series of overarching DAIP strategies for each of the eight outcome areas have been identified. These strategies will guide the development of individual tasks in the DAIP Implementation Plan and provide a framework for improving access and inclusion for people with disability in the City of Vincent.

Outcome One: Services And Events

People with disability have the same opportunities as other people to access the services of, and any events organised by, the City of Vincent.

In working toward progress in this area, the City will be guided by the following identified strategies:

Strategy	
1.1	City services and events are conducted in venues that are physically accessible to people with disability
1.2	City staff, agents and contractors are aware of the relevant requirements for providing equitable access and inclusion to services and events and have access to relevant resources to support this.
»	1.2 (a) Ensure that staff and/or agents who plan and run events for the City are aware of and use the DSC's Accessible Events Checklist
1.3	Ensure information about access and inclusion provisions for people with disability at the City's services and events are communicated.
1.4	Ensure people with disability are consulted about access and inclusion issues and given the opportunity to provide comment on the City's services and events.

Outcome Two: Buildings And Facilities

People with disability have the same opportunities as other people to access the buildings and other facilities of the City of Vincent.

In working toward progress in this area, the City will be guided by the following identified strategies:

Strategy	
2.1	Provide equitable access to all City buildings, facilities and infrastructure for people with disability
	<ul style="list-style-type: none">» 2.1 (a) Ensure that relevant City of Vincent staff, contractors and agents are aware of and comply with minimum access standards as required by the Building Code of Australia (BCA) and the Australian Standards on Access and Mobility (i.e. AS 1428 suite).» 2.1 (b) Undertake a process of assessing all City buildings and facilities to ensure equitable access for people with disability» 2.1 (c) Identified access improvements are considered and scheduled for inclusion in the City's capital works program» 2.1 (d) Improve processes to ensure that physical access and safety is maintained whilst construction work is in progress» 2.1 (e) Improve accessible parking and drop-off bay facilities in the City» 2.1 (f) Access issues and barriers within the City are able to be effectively identified, reported and actioned
2.2	Integrate equitable access and inclusion principles into the City's forward planning processes
	<ul style="list-style-type: none">» 2.2 (a) Develop a mechanism to incorporate appropriately qualified disability expertise into the City's forward planning and development processes
2.3	Promote the availability of accessible venues and facilities within the City
2.4	Show leadership and advocate for equitable access to buildings and facilities across the community

Outcome Three: Information And Communication

People with disability receive information from the City of Vincent in a format that will enable them to access the information as readily as other people are able to access it.

In working toward progress in this area, the City will be guided by the following identified strategies:

Strategy	
3.1	Promote the availability of, and ensure that staff and contractors are able to provide the City's public information in accessible formats for people with disability. This includes alternative formats upon request, Braille, large print, audio and electronic and easy to read formats.
	<ul style="list-style-type: none">» 3.1 (a) Ensure that all City staff and contractors are aware of and use the DSC's Accessible Information Guidelines» 3.1 (b) Promote the availability of information in alternative formats for people with disability» 3.1 (c) Make City staff and contractors aware of accessible information needs and how to provide information in alternative formats» 3.1 (d) Provide information in a format that is easy to read
3.2	City staff and contractors are aware of and use appropriate communication methods when providing information to, or communicating with people with disability
3.3	Ensure the City's website complies with W3C Web Accessibility Guidelines and provides downloadable information in a range of file formats
3.4	Continue to develop the City's use of social media as a way of providing information to, and receiving feedback from, people with disability
3.5	Integrate equitable access and inclusion principles into the City's information, communication, internet and social media policies and procedures
3.6	Provide closed captioning and audio description facilities in video presentations and on televisions

Outcome Four: Quality Service

People with disability receive the same level and quality of service from City staff as other people receive from staff.

In working toward progress in this area, the City will be guided by the following identified strategies:

Strategy	
4.1	Ensure that all staff and contractors are aware of the City's DAIP
	» 4.1 (a) Include DAIP related information in the induction process for new staff and in briefing sessions and documentation for contractors
4.2	Provide disability awareness and DAIP training to all staff to improve their skills in communicating, interacting and offering assistance to people with disability
	» 4.2 (a) Educate staff and contractors about the rights and responsibilities of people with disability
	» 4.2 (b) Educate staff to understand that quality service for people with disability applies to all City interactions not just those occurring in the specified customer service unit
4.3	Consult with relevant disability and diversity groups to ensure that City services are accessible and inclusive for people with disability
4.4	Recruitment and selection policies and practices reflect the desire for a diverse workforce as one strategy to achieve equitable service delivery

Outcome Five: Complaint Mechanisms

People with disability have the same opportunities as other people to make complaints to the City of Vincent.

In working toward progress in this area, the City will be guided by the following identified strategies:

Strategy	
5.1	Ensure that all premises offered for the lodgement of complaints are physically accessible
5.2	Improve the processes for receiving and responding to complaints about access and inclusion issues and barriers
	» 5.2 (a) Staff training and procedures are developed to ensure a competent response to a wide range of complaint issues
5.3	Ensure all grievance procedures are accessible to people with disability and allow for a range of options for making complaints including: in person, by letter, fax, email, SMS, NRS (National Relay Service), AUSLAN (Australian Sign Language) and via the City's website, social media and customer service unit
5.4	Ensure that the City's complaint policies and procedures are consistent with the DAIP

Outcome Six: Consultation Processes

People with disability have the same opportunities as other people to participate in any public consultation by the City of Vincent.

In working toward progress in this area, the City will be guided by the following identified strategies:

Strategy	
6.1	Conduct consultation in venues that are physically accessible, using appropriately trained staff and promoted in ways that are accessible to people with disability
6.2	Allow for consultation feedback to be taken in a range of ways including; in person, by letter, fax, email, SMS, NRS (National Relay Service), AUSLAN (Australian Sign Language) and via the City's website, social media and Customer Service Unit
6.3	Public consultation is widely and appropriately promoted to encourage participation by people with disability
6.4	Assistance for people with disability to participate in consultation is offered and promoted
6.5	Include people with disability in engagement panels on access and inclusion issues.
6.6	Ensure the City's consultation policies and procedures are consistent with the DAIP.

Outcome Seven: Employment

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

In working toward progress in this area, the City will be guided by the following identified strategies:

Strategy	
7.1	Provide staff with access and inclusion information, training, support and resources to strengthen their understanding of issues surrounding equitable access to employment for people with disability
	» 7.1 (a) Continue to select on merit for open employment opportunities and give fair and due consideration to all candidates, including people with disability.
7.2	Make appropriate workplace flexibility, modifications and adaptive technologies available to ensure people with disability are successfully included in the City's workforce.
7.3	Promote employment opportunities widely using a range of formats and through a variety of avenues including Disability Employment Services and disability networks.
7.4	Ensure 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.
7.5	Ensure all venues used for recruitment and employment are physically accessible.
7.6	Commit to offering a small number of supported employment opportunities specifically for people with disability via the Disability Employment Services Network.
7.7	Ensure the City's recruitment, selection and other employment related policies and procedures are consistent with the DAIP.

Outcome Eight: Policy And Procedures

People with disability have the same opportunities as other people to have their needs and entitlements considered when the City of Vincent is developing and implementing policies and procedures.

In working toward progress in this area, the City will be guided by the following identified strategies:

Strategy	
8.1	Use the City's DAIP and Access and Equity policy to inform policy development and review processes
8.2	Continue to integrate and embed the City's Access and Equity policy and the DAIP across the organisation
8.3	Ensure all City staff understand their shared responsibility for implementing the DAIP and have the skills, knowledge and resources to do so
8.4	Establish an internal DAIP steering mechanism to drive the progress of the DAIP across the entire organisation and oversee the implementation of DAIP tasks



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