

Disability Access & Inclusion Plan 2017-2022 Summary



CITY OF VINCENT

1. What is a Disability Access and Inclusion Plan (DAIP)

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.

People with disability, their families and carers have the same rights as other community members to access City of Vincent services and information. These rights are enshrined in both State (Disability Services Act 1993, amended 2004) and Commonwealth (Disability Discrimination Act 1992) legislation, requiring the City to develop, implement and report on its own Disability Access and Inclusion Plan (DAIP).

DAIPs assist public authorities to plan and implement improvements to access and inclusion across seven outcome areas, in regards to:

- » Services and Events
- » Buildings and Facilities
- » Information
- » Quality of Service
- » Complaints
- » Consultation Processes and
- » Employment.

In addition, the City has voluntarily included an eighth outcome

- » Policies and Procedures

These plans benefit people with disability, their families, carers, the elderly, young parents and people from culturally and linguistically diverse backgrounds. The City recognises that all residents and visitors contribute to the social, economic and cultural life of the community.

This is a Summary of the City's DAIP. For a full copy of the plan, please call 9273 6000, visit www.vincent.wa.gov.au; email mail@vincent.wa.gov.au; or visit the City of Vincent Administration and Civic Centre at 244 Vincent Street Leederville.

This document is available in alternative formats upon request in electronic format, hardcopy in standard and large print, audio format and by email.

2. 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.

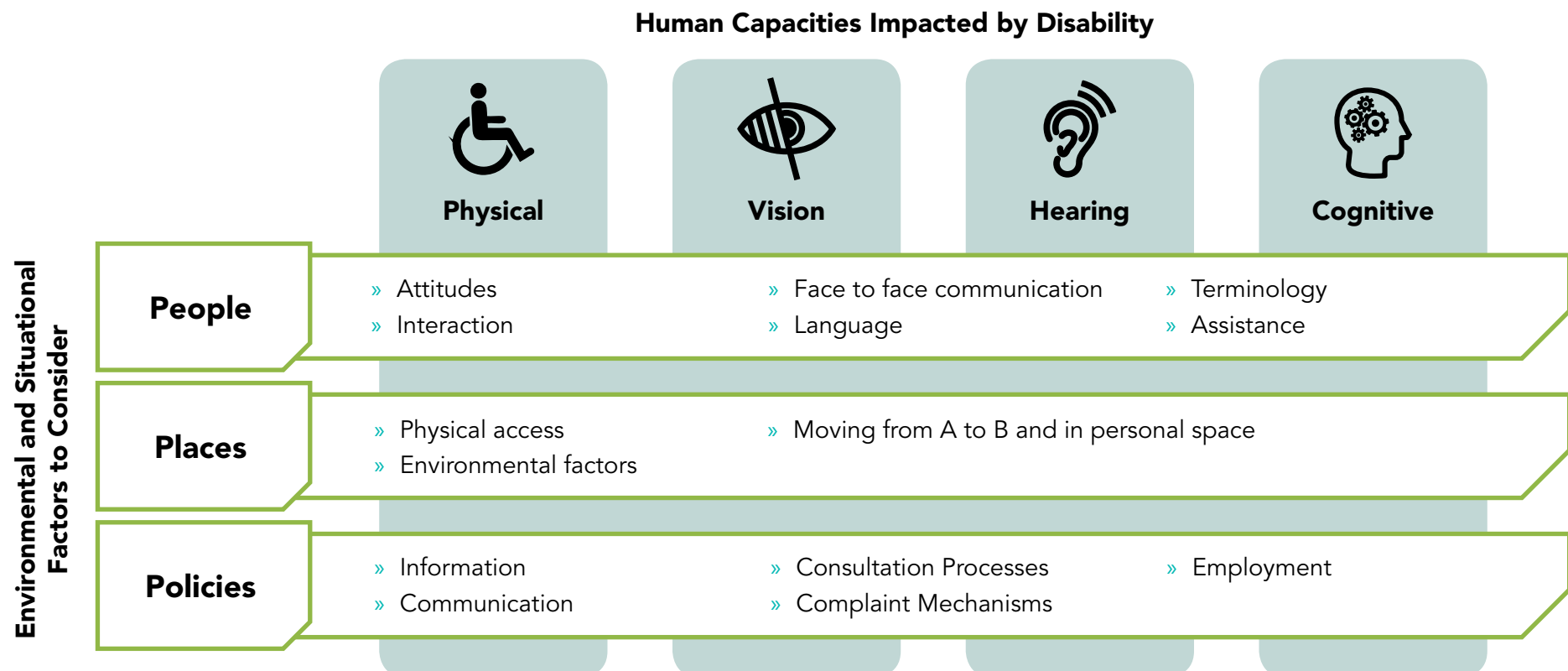


3. Disability Access and Inclusion Matrix

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.

The City of Vincent is committed to moving beyond the prescribed minimum requirements and aim for best practice to achieve positive access and inclusion outcomes.



4. Key Consultation Findings

The City of Vincent's DAIP 2017-2022 was produced following the Disability Services Commission's guidelines, including extensive consultation with the community via surveys, meetings, workshops and forums.

In reviewing the City's previous DAIP 2012-2017, it is apparent that the City of Vincent is making significant progress in meeting the seven 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 commitment to the concept of equity for people with disability as very strong 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.

5. Identified Barrier 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.

6. 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



CITY OF VINCENT

The City of Vincent is committed to assisting all community members. Please contact us if you would like to provide feedback or require further information:

Telephone: **(08) 9273 6000**
Email: **mail@vincent.wa.gov.au**
Website: **www.vincent.wa.gov.au**
National Relay Service (NRS): **133 677 (TTY/voice calls) or
www.relayservice.com.au**
Speak and Listen: **1300 555 727**
Translating and Interpreting Service: **131 450**

This document is available in alternative formats upon request.

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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