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CITY OF VINCENT

**Disability Access and Inclusion Plan
2012 – 2017**

The City of Vincent is committed to assisting all community members

Please contact City of Vincent customer service and ask for the assistance with your specific request.

Telephone: (08) 9273 6000
Email: mail@vincent.wa.gov.au
Website: www.vincent.wa.gov.au

The City of Vincent's Community Development officers are also available to provide assistance.

Language assistance

National Relay Service: **133 677 (TTY/voice calls)** or
www.relayservice.com.au
Speak and Listen: **1300 555 727**
Translating and Interpreting Service: **131 450**

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1. Executive Summary

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 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 of Vincent motto:

“Enhancing and Celebrating our Diverse Community”

The Disability Access and Inclusion Plan (DAIP) 2012- 2017 was conducted consistent with Disability Services regulations, to ensure people with disability have equitable:

1. Access to services and participation at events
2. Access to buildings and other facilities
3. Access to information in appropriate formats
4. Quality of services
5. Opportunities to make complaints to a public authority
6. Opportunities to participate in public consultations
7. Access to and Inclusion within local businesses.

Public notifications during the six (6) week consultation period included advertisements in print media and on the City of Vincent home page, and phone and / or email contact with forty (40) local service providers. Consultations consisted of an on-line survey (forty – three (43) respondents), a hard copy survey available in alternative formats upon request, a public forum , (three (3) attendees), an individual forum at the request of one (1) service provider, and a series of forums involving all twenty – one (21) senior management.

The DAIP was developed from the emerging themes in the previous City (then Town) DAIP (2006 – 2011), current Strategic Plan and Policy documents, quantitative and qualitative survey responses, feedback provided from people with disability, family members and service providers, as well as contributions from senior staff who coordinate the broad range of service delivery within the City of Vincent.

The DAIP was developed in consultation with the Manager Community Development, the Community Development Officer and the Universal Access Advisory Group (UAAG) members, who are the primary decision makers in the implementation of the DAIP 2012 - 2017.

2. City of Vincent overview

2.1 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 centre of the City. It is also the location of the City's Council Chambers and administrative offices. The municipality spans an area of 11.3 square kilometres, and includes the suburbs of North Perth, Leederville, Highgate, Mount Hawthorn, and parts of East Perth, West Perth, Perth City, Mount Lawley and Coolbinia.

Busy 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. There are over 16,400 properties, 106 hectares of parkland, 139 kilometres of roads and over 260 kilometres of footpaths.

The City of Vincent celebrates its cultural diversity. Around 45% of the population of over 31,000 residents were born overseas. The population has experienced an average 1.7% annual growth since 2001, and is expected to reach 36,000 by 2030.

2.2 Facilities, functions and services

The City of Vincent provides services to residents through four (4) service delivery divisions

- Corporate Services;
- Community Services;
- Planning Services; and
- Technical Services.

Corporate Services

Financial Services	Responsible for all areas of finance, in accordance with relevant legislation and Council decisions.
Information Systems	Responsible for installing and maintaining information communication technology, application development, maintenance and support and records management
Beatty Park Leisure Centre	Provides a range of recreational facilities and services including pools (with an accessible hoist), gym, health and fitness programmes, crèche and retail outlet.

Community Services	
Community Development	Provides a range of community programmes and events within the service areas of Arts, Disability Access, Seniors, Youth, Recreation, Families and Children, Multicultural, Events and Festivals and Community Engagement.
Health Services	Responsible for the provision of public & environmental health services: Food control safety assessments, food sample testing and food recall, monitoring hygiene and safety standards in accommodation and workplaces, recreational water quality control, swimming pool and spa inspections, environmental health inspections and health promotion
Ranger Services and Community Safety	<p>Ranger services enforce local laws, including animal control, litter control, alfresco dining footpath delineation programme, parking enforcement and accessible parking (ACROD).</p> <p>Community Safety is responsible for the safety of residents, through the coordination of a range of Safer Vincent programmes</p>
Library and Local History Services	<p>The library provides free membership and services include free public internet access, audio visual and language resource collections, a housebound reader service, free battery recharge for electric scooters and wheelchairs, a story telling programme, and maintaining the information community notice board.</p> <p>Local History Services manages the Local History collection.</p>

Planning Services	
Planning and Building	<p>Responsible for a diverse range of planning services:</p> <ul style="list-style-type: none"> - Statutory Planning: Planning applications, development and zoning control / compliance, subdivision / amalgamation. - Statutory Building: Building applications, building control/compliance, demolitions, survey strata and strata titles.
Strategic Planning, Sustainability and Heritage	<ul style="list-style-type: none"> - Strategic Planning: Town Planning Scheme, planning and building services policy manual, trees of significance inventory and interim significant tree data base, residential design guidelines, planning and building services section procedures and practices manual. - Heritage Planning: Municipal heritage inventory, interim heritage data base, heritage and conservation assessment, heritage design guidelines and policies, heritage trails and conservation plans.
Technical Services	
Parks and Property Services	<p>Responsible for the maintenance and redevelopment of parks, road reserves and streetscapes. This includes care of street trees, weed control, turf renovation, reticulation, conservation, fire control, graffiti control, street litter bins, property maintenance, playgrounds maintenance, halls and reserve bookings and the coordination of the garden competition.</p>
Engineering Operations	<p>Responsible for the development and implementation of construction and maintenance programmes for roads, footpaths, drainage, rights-of-way and street furniture, graffiti control, car parks, street lighting, bus shelters and design and survey for new works.</p>
Recycling and Waste Management	<p>Responsible for verge and other refuse collection, recycling collection, bin replacement and repairs.</p>
Asset and Design Services	<p>Responsible for pavement management, drainage and other road infrastructure</p>
Works Depot	<p>Responsible for day to day operations, maintenance and repair</p>

3. Disability Demographic profile

3.1 Defining “disability”

According to the International Classification of Functioning, Disability and Health (ICF), endorsed by World Health Organisation in 2001 and used in Australia, ‘disability’ is a complex phenomenon that is an interrelationship between:

- The body functions and structures of people;
- The activities people do and the life areas in which they participate; and
- The factors in their environment that affect these experiences.

The Disability Services Act (1993) defines disability as a condition that:

- Is attributable to an intellectual, cognitive, neurological, sensory or physical impairment or a 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 support services.

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

3.2 Disability demographics in Western Australia

(DSC website May 2012 citing ABS 2003 data)

20.6%	Percentage of people who have some level of disability (over 380,000)
15%	Percentage of people with a core activity restriction (that is a restriction in communication, mobility or self care)
5.6%	Percentage of people who sometimes need help or supervision with one or more of the tasks associated with daily living
8%	Percentage of people who provide day – to – day care and support to family and friends with disability.
70%	Percentage of all assistance required by people with disability that is provided by the informal network of family and friends
35%	Percentage of people know someone with a disability, whether as a family member, friend, or workmate
93%	Percentage of people with disability live in the community, either independently or with family or friends
73%	Western Australians with disability live in the metropolitan area

3.3 Instances of disability in City of Vincent compared with the Perth metropolitan area (2003)
(DSC website May 2012 citing ABS 2003 data)

	Vincent	%	Perth Metro	%
Total Population			1,391,217	
Total persons with a Disability	5,246	20.2	272,515	
By severity of disability				
Profound disability	1,327	5.2	70,087	5.03
Moderate Disability	1,041	4.08	54,836	3.94
Mild Disability	1,447	5.6	76,947	5.53
By age group				
0-14 Years	266	1.04	23,483	1.6
15-24 Years	388	1.52	19,962	1.4
25-64 Years	2,734	10.7	147,270	10.5
65+ Years	1,758	6.5	81,800	5.87
Requiring personal care assistance: all ages	2,469	9.69	126,057	9.06

Note:

The data contained in tables presented are 'Small Area Estimates of Disability' produced by the Australian Bureau of Statistics for the National Disability Administrators. The estimates are based on data from the 2003 Survey of Disability Ageing and Carers (SDAC).

Total persons with disability for all tables includes persons with profound, severe, moderate and mild core activity limitations, as well as those with schooling or employment restrictions and disability with no restriction or limitation.

3.4 Analysis

A review of the comparison of currently available data between the City of Vincent and the overall Perth metropolitan area indicates that the City of Vincent is broadly comparable in population percentages in most disability profiles, with:

- a moderately lower rate of disability among the 0-14 age group;
- a moderately higher rate of disability among the 65+ age group; and
- A moderately higher rate of residents requiring personal care assistance (incorporating all ages).

4. The purpose of a Disability Access and Inclusion Plan (DAIP)

4.1 Legislative requirements

The Western Australian Disability Services Act 1993 (amended 2004) adopts consistent definitions and assurances of rights as outlined in other Related Acts and Conventions, namely:

- Western Australian Equal Opportunity Act 1984 (amended 1988);
- Commonwealth Disability Discrimination Act (DDA) 1992; and
- United Nations Convention of the Right of Persons with a Disability (2007).

The development, planning and implementation of the DAIP are outlined under Section 29B of the Act, namely:

“a public authority that has a Disability Access and Inclusion Plan must take all practical measures to ensure that the plan is implemented by the public authority and its officers, employees, agents or contractors”.

The intention of the development of a DAIP is to provide a framework by which to ensure that people with a disability have equitable access to a Public Authorities buildings and environment, services and information, to facilitate each individual's independence, inclusion and opportunities within the community.

The Disability Services Act defines the key requirements that underpin the development and implementation of a DAIP as:

- State government agencies listed in Schedule 2 of the Disability Services Act 1993 (amended 2004) must develop a DAIP;
- All local government authorities must develop a DAIP;
- All practicable measures must be taken to ensure that the DAIP is implemented by the authority, its officers and relevant agents and contractors;
- The DAIP must be reviewed at least every five (5) years;
- Public consultation to be undertaken with people with disability and key stakeholders;
- Public consultation must be advertised through the public authority's website or the local/state newspaper. A period of twenty one (21) days minimum is recommended;
- The DAIP is to be made available in alternative formats on request by a person with disability.
- The reviewed DAIP is to be lodged with the Disability Services Commission.
- The DAIP is to be promoted by placing it on the authority's website and advertising in the local or state newspapers;
- Progress report on the DAIP is to be completed annually; and
- The DAIP progress is to be reported in the agency's annual report.

4.2 Access and Equity Policy (3.10.2)

The Access and Equity Policy aims to ensure that the City of Vincent responds to the needs of all residents and customers in an equitable and non – discriminatory way. It sets out the guidelines to achieve the standards in the application of operational administration, strategic planning and provision of services, consistent with the following legislation:

- Racial Discrimination Act (1975);
- the Racial Hatred Act (1995);
- Human Rights and Equal Opportunity Commission Act (1986);
- Commonwealth Disability Discrimination Act (1992);
- the Western Australian Disability Services Act (1993), amended 2004; and
- The Equal Opportunity Act (1984) amended 1988.

The DAIP supports the implementation of this Policy and is aligned to the Policy standards related to:

- Physical Inclusion;
- Community Inclusion and Participation;
- Information Dissemination;
- Decision Making Processes, Grievance Mechanisms and Public Consultations;
- Training and Development;
- Employment; and
- Community Development.

4.3 Desired outcomes and priority areas

Schedule Three (3) of the Disability Services regulations 2004 currently list six (6) desired Outcomes of a DAIP. A seventh Outcome has been included, related to businesses and services within the City of Vincent. The Outcomes relate to the experience of people with disability in their community throughout the following areas:

1. Access to services and participation at events
2. Access to buildings and other facilities
3. Access to information in appropriate formats
4. Quality of services
5. Opportunities to make complaints to a public authority
6. Opportunities to participate in public consultations
7. Equitable access and inclusion to local businesses.

4.4 Context of other City of Vincent Strategic Plans and Policies

The DAIP is one of a suite of Corporate Business Plans under the overarching City of Vincent Strategic Community Plan 2011 – 2021 and Vincent Vision 2024. The other strategic documents are:

- Car Parking Strategy
- Seniors Strategy
- Safer Vincent Crime Prevention Plan
- Waste Minimisation Strategy
- Local Planning Strategy
- Municipal Heritage Inventory
- Economic Development Strategy
- Sustainable Environment Strategy
- Climate Change Strategy

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 of the Strategic Community Plan are aligned to the actions developed for the DAIP.

City of Vincent Strategic Community Plan 2011 – 2021 and Vincent Vision 2024	
Strategic Objectives	Actions of most relevance to the DAIP
Objective 1 Improve and maintain the natural and built environment and infrastructure	<ul style="list-style-type: none"> • Implement a Town Planning Scheme • Improve transport and parking • Enhance and maintain infrastructure, assets and community facilities to provide a safe, sustainable and functional environment. • Enhance and maintain the City’s parks, landscaping and the natural environment
Objective 2 Progress economic development with adequate financial resources	<ul style="list-style-type: none"> • Develop and promote partnerships and alliances with key stakeholders
Objective 3 Enhance and promote community development and wellbeing	<ul style="list-style-type: none"> • Celebrate, acknowledge and promote the City’s cultural and social diversity. • Promote community safety and security. • Promote health and wellbeing. • Implement the principles of universal access. • Promote and provide a range of community events to bring people together and to foster a community way of life. • Build capacity within the community
Objective 4 Provide good strategic decision-making, governance, leadership and professional management	<ul style="list-style-type: none"> • Develop leadership skills, behaviours and culture that enhance the City’s public image. • Promote employee performance, recognition, reward, satisfaction and wellbeing, and provide a safe and positive workplace. • Enhance knowledge management

The DAIP Outcomes and related Strategies and Actions also align with a wide range of City of Vincent Policies and Procedures that articulate aspects of the Corporate Business Plans. These include:

- Accessible Events Procedures;
- Advisory Groups Policy (4.2.12);
- Civil Functions, Ceremonies, Receptions and Provision of Hospitality and the Use of the Council Chamber, Function Room and Committee Room Policy (4.1.29);
- Community Bus – Use and Operation Policy (3.10.10);
- Community Consultation Policy (4.1.5);
- Concerts and Events Policy (3.8.3);
- Customer Service Complaints Management Policy (4.1.3);
- Display of Goods on a Footpath Policy (3.9.10);
- Display of Signs on a Footpath Policy (3.9.11);
- Equal Employment Opportunity Policy (5.5.2);
- Festivals Policy (3.10.8);
- Newsletters Policy (4.1.12);
- Outdoor Eating Areas Policy (3.8.1);
- Parking Control Policy (3.9.5);
- Parks and Reserves, Playgrounds, Barbeques, Outdoor Exercise Equipment and Lights Policy (2.1.6);
- Provision of Transport Assistance for Aged People and People with Disability Policy (3.10.4);
- Recruitment and Selection Policy (5.2.1);
- Social Media Protocol Policy (4.1.20); and
- Training and Development Policy (5.4.3).

5. Access and Inclusion Initiatives 2007 – 2012

5.1 Administration of the Disability Access and Inclusion Plan

The Community Development Officer (Disability) position is principally responsible for the administration of the DAIP implementation and the coordination of the reporting requirements to council and to the Disability Services Commission (DSC). This position is located within the Community Development Department under the Community Services division.

The Community Development Officer provides regular reports to, and advice from, the UAAG, including the progress of implementation of the DAIP.

The UAAG plays an important role in encouraging and promoting matters relating to access and equity issues for all services and facilities provided by the City of Vincent so that they are compatible with the City's Vision and Strategic Objectives.

The Objectives of the Advisory Group are to:

- Assist in the development and implementation of the Disability Access and Inclusion Plan, addressing access and equity issues for all services and facilities provided by the City;
- Review the City's Asset Register in relation to the accessibility of the City's buildings and amenities to people with disability;
- Provide advice and make recommendations relating to:
 - assessing plans for the Council's functions, facilities, services and programmes and appropriate standards for access for people with disability in accordance with the relevant building requirements and appropriate standards; and
 - appropriate programmed upgrading of the Council's facilities that do not meet the needs of residents with disability. Any work recommended will be included in the City's five (5) and ten (10) year Capital Works Programmes in accordance with budgetary constraints.

The membership of the City of Vincent UAAG comprise of the following persons:

- Three (3) Council Members;
- Up to three (3) community representatives having knowledge and interest in community affairs of the City of Vincent; and
- City Officers consisting of the Director Community Services, Manager Community Development, and Community Development Officer.

The Advisory Group operates at all times in accordance with the City's Policy – Advisory Groups (Policy number 4.2.12).

5.2 Summary of achievements 2007 – 2012

Many of the Strategies and related Actions outlined in the DAIP (2006 – 2011) have either been completed, initiated or are provided on an ongoing basis. A summary of these achievements include:

Outcome 1: Access to services and participation at events

- Library services have been extended to include a charging station for powered mobility devices. There has been provision of large print stock and

- ‘talking books’, a home delivery service for house bound residents and periodic review of additional IT requirements in response to requests;
- AUSLAN interpreter services are provided at key community events;
- Transport support is available to events, with the development of an accompanying policy: Provision of Transport Assistance for Aged People and People with Disability (1.1.4);
- A portable ramp is available for events and functions;
- Services are provided for individuals with additional support requirements such as financial counselling, verge maintenance and high volume waste disposal;
- The “Vincent Light and Safe” initiative to provide motion sensor lights in the homes of vulnerable residents; and
- The Safety Crime Prevention Plan includes specific reference to crime prevention and safety issues for people with disability.

Outcome 2: Access to buildings and other facilities

- A budget allocation has been made to initiate a Universally Accessible Building Upgrade Programme, intended to systematically address identified access issues;
- At stadium venues, one (1) ACROD parking per one hundred (100) parking spots (legal ratio requirement is 1 in 300), and the bays are larger than minimum requirements;
- Systematic upgrade of all footpaths scheduled for completion in 2015, with an additional annual allocation to address specific Universal Access Ramp and / or Tactile Ground Surface Indicator requirements;
- The traffic management budget allocation includes provisions for developing traffic calming and pedestrian crossing solutions;
- Systematic changing of parking meters to comply with standards;
- Hyde Park playground has many accessible play stations as well as a liberty swing;
- Mechanisms are in place to resolve individual access issues near resident homes, such as providing ramping at kerbs or removing overhanging branches;
- A new lift has been installed at Mount Hawthorn Community Hall;
- Reception counters have been modified to improve access at Loftus Community Centre, Beatty Park as well as the Administration Building;
- Beatty Park Leisure Centre redevelopment has included a range of design 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;

- The Parking Policy has been updated to require the provision of three (3) ACROD car parks with any parking upgrade project;
- The Rangers routinely enforce parking, footpath and pedestrian refuge accessibility. An alfresco dining programme assigned brass plate boundaries to delineate clear footpath access requirements;
- Playgrounds have been systematically upgraded to include the introduction of a Liberty Swing and other accessible play equipment, the provision of additional footpaths, and the installation of additional rubber soft fall; and
- Park furniture has been systematically upgraded and increased to comply with Australian Standards.

Outcome 3: Access to information in appropriate formats

- New access information is systematically updated on the You're Welcome * website;
- All publications, promotional and information material follow the prescribed notification of availability of material in alternative formats upon request;
- The Public Relations Officer is responsible for checking that all promotional material complies with accessibility standards;
- An audio loop is installed within the Council Chambers and Civic function rooms;
- The Community Development team regularly liaises with service providers to promote awareness of City of Vincent services; and
- An agreement was reached that any upgrade or changes to the City of Vincent website must substantially comply with the W3C accessibility standards.

* You're Welcome – AccessWA, is a West Australian government – funded access guide for people with disability and seniors. Access information is provided to assist people of all ages and abilities, including people who use a wheelchair, have difficulty walking or who are blind or deaf

Outcome 4: Quality of services

- Disability awareness and deaf awareness training has been recently undertaken by all staff, and is planned to be periodically repeated;
- The City of Vincent has adopted an Equal Opportunity Employment Management Plan; and
- An afterhour's number is provided for emergency support if required.

Outcome 5: Opportunities to make complaints

- Protocols have been established to allow the involvement of the Community Development Officer and the UAAG as required to assist a complaints process; and
- The availability of support and provision of documentation in alternative formats is extended to the Customer Services Charter, Customer Feedback Form and Complaints Form.

Outcome 6: Opportunities to participate in public consultations

- Community consultation / representation is principally conducted through the representations within the UAAG.

Outcome 7: Equitable access and inclusion to local businesses

- The biennial (every two (2) years) Vincent Access Awards, which assists in developing awareness as well as promoting access and inclusion best practice within the business community, is an initiative which would relate to Outcome 7 in the 2012 – 2017 DAIP.

6. Development of 2012 – 2017 Disability Access and Inclusion Plan

6.1 Timeline (2012)

29 February:	Contract signed and initial briefing meeting
March:	Contact of service provider commences
26 March:	Public notification in the local Guardian paper
29 March:	Meeting with the Universal Access Advisory Group
April:	Posters distributed to public buildings and service providers
10 April:	Survey and public forum notification posted on home page
02 May:	Public Forum at Administration Building function room
May:	Series of 5 consultation sessions with all management staff
18 May:	Public consultation period concludes, on line survey removed
28 May:	Draft DAIP presented to UAAG
03 July:	Briefing to Councillors
10 July:	Submission to council to consider Draft DAIP
12 July:	DAIP released for community consultation
02 August:	Review of community feedback
28 August:	Submission to council to consider final DAIP

The public notification activities were in compliance with the Disability Services Commission Guidelines, with multiple strategies used and in excess of the (minimum) twenty one (21) days required for community consultation.

6.2 Community consultation

The community consultation strategies consisted of:

- An online survey linked to the City of Vincent homepage available between 10 April and 18 May, with forty three (43) responses;
- Phone and email contact with over forty (40) service providers in the City of Vincent catchment area;
- Face to face meetings with ten (10) service provider representatives;
- A tailored forum for one service provider to include people with disability and carer staff, with twelve (12) attendees; and
- A catered public forum on 02 May between 10:30 – 1:30 at the Leederville Administration building function room, with three (3) attendees.

6.3 Internal stakeholder consultation

- All staff were informed of the DAIP consultation and invited to contribute in an internal email memo circulated;
- A series of five (5) group consultations were held in early May involving all eighteen (18) Directors and Managers of the four (4) directorates within the City of Vincent.

6.4 Feedback analysis

The feedback was assessed to develop emerging themes organised under the DAIP Outcome areas. These themes were developed from the combination of:

- Quantitative data collected in the online surveys (see Appendices 9.2);
- Qualitative data collected in free text responses of the surveys;
- Interviews with service providers and their clients;
- Community forum feedback; and
- Comments collected from the internal stakeholder forums.

Internal and External consultation analysis: Emerging themes

1. Access to services and events provided by the City of Vincent

76% (19) of survey respondents indicated they felt included in events and functions conducted by the City of Vincent.	
Topic	Issues
Parking	<ul style="list-style-type: none"> ○ Location from venue ○ Adequacy (both standard and ACROD), at both service centres and events ○ Cost (at some venues) and time allowances
Signage / orientation	<ul style="list-style-type: none"> ○ Indicating where facilities are located / directional signage ○ Useful to have staff available to assist ○ Catering for those who have poor eyesight or limited literacy
Vision & hearing	<ul style="list-style-type: none"> ○ Small printed material at forums ○ Needing a microphone ○ Printed media compliance with DSC standards
Promotion / notification	<ul style="list-style-type: none"> ○ Printed notifications hard to access or not readily found: sometimes a timing of circulation of publications issue ○ Events booking out ○ Service providers having difficulties knowing events schedule & supports available ○ Limited personalised notifications
Environmental accessibility	<ul style="list-style-type: none"> ○ Venues compliance with accessibility requirements: for example building accessibility, providing solutions for uneven ground at outdoor venues ○ Accessibility of food vendors at events
Transport	<ul style="list-style-type: none"> ○ Location of public transport in relation to venues ○ Limited knowledge of transport support available ○ Difficulties being able to respond to the potential transport support demand within limited council capacity (eg: volunteer drivers, available vehicles, available budget for taxi vouchers)

2. Access to building and Facilities within the control of the City of Vincent

80% (16) of survey respondents indicated they did not experience any access issues with buildings and facilities within the control of the City of Vincent	
Topic	Issues
Physical access issues	<ul style="list-style-type: none"> ○ Inadequacy of ramping to footpaths ○ Inadequate ramps, in particular at NIB stadium ○ Access to be adequate to accommodate larger scooters & powered wheelchairs ○ Accessibility impaired by relatively small barriers between otherwise accessible paths ○ Monitoring and enforcing footpath obstruction issues at building sites
Toilets	<ul style="list-style-type: none"> ○ Numbers inadequate for high volume venues (eg: Hyde Park)
Parking	<ul style="list-style-type: none"> ○ Distances from ACROD bays to key venues (including Administration Building) ○ Inadequacy of parking (ACROD and standard)
Seating / shelter	<ul style="list-style-type: none"> ○ Limitations in seating in key public venues (including seating in the foyer of the Administration Building) ○ Increased shelters for ACROD parking areas and public transport stops
Promotion of initiatives and identification of issues to be addressed	<ul style="list-style-type: none"> ○ Limited communication between services areas and Community Development ○ A range of supports / initiatives are provided but not widely promoted (eg: providing ACROD parking bays and resolving access issues for individual residents)

3. Access to Information provided by the City of Vincent

80% (16) of survey respondents indicated they did not experience any difficulties with accessing information provided by the City of Vincent	
Topic	Issues
Format of information provided	<ul style="list-style-type: none"> ○ Font and size not complying comply with minimum DSC standards ○ Uploading of images onto website may not comply with W3C standards
Individuals finding information	<ul style="list-style-type: none"> ○ Information to cater for specific needs, as opposed to listing by organisation and services ○ Cater for independent access to information, and not rely excessively on contacting the Community

	<p>Development Officer to receive up to date or specific information</p> <ul style="list-style-type: none"> ○ Information posted in “The Voice” but not “The Guardian”, and so potentially missed. ○ Alternatives for individuals to access information with limited access to computers
Accessing information in a timely manner	<ul style="list-style-type: none"> ○ Identify residents who may benefit from individual mail outs / notifications ○ No systematic procedure in place to respond to or record alternative format requests ○ Opportunities to provide additional information in scheduled mail outs
Communicating with service providers	<ul style="list-style-type: none"> ○ Assist service providers in supporting their clients in communicating information regarding City of Vincent

4. Access to equitable service

Topic	Issues
Activity programmes for over 55's	<ul style="list-style-type: none"> ○ Currently a programme is only offered for 'active' over 55's
Parking costs	<ul style="list-style-type: none"> ○ Cost of ACROD parking at stadium events is financially difficult
Staff training	<ul style="list-style-type: none"> ○ Currently made available periodically, but not to a schedule ○ Wider range of training options would be beneficial, including linking with other organisations ○ Planning of training as part of induction process ○ Systemic identification of training that is available ○ Training appropriate to the staff duties and availability (eg: casual staff)
Incorporating equity of services into scheduled processes	<ul style="list-style-type: none"> ○ Include as agenda item at staff meetings & OHS meetings
Awareness of equity of services	<ul style="list-style-type: none"> ○ Limited communication in council processes of positive initiatives ○ Limited wider advertising of positive initiatives

5. Equitable access to a complaints process

74% (14) of survey respondents indicated they have never made a complaint, or wished to make a complaint to the City of Vincent

40% (3) of those who had made a complaint were satisfied with the response

6. Equitable opportunities to participate in public consultations

74% (14) of survey respondents indicated they have never made a complaint, or wished to make a complaint to the City of Vincent

40 % (3) of those who had made a complaint were satisfied with the response

77.8% (14) of survey respondents indicated they have not experienced any difficulties participating in a public consultation conducted by the City of Vincent

Topic	Issues
Options for contributing	<ul style="list-style-type: none"> ○ Provision of options other than public forums ○ Informal options for discussing issues with councillors or staff representatives
Venues for consultations	<ul style="list-style-type: none"> ○ Precinct – based venues for enhanced relevance and convenience
Accessibility of consultations	<ul style="list-style-type: none"> ○ Catering for people with accessibility issues such as hearing, vision, seating requirements ○ Staff training to ensure protocols are maintained to optimise facilitation of accessibility of the consultation
Communication of consultation	<ul style="list-style-type: none"> ○ Advise of supports available ○ Promote with local businesses

7. Access to business and services within the City of Vincent

61.6% (11) of survey respondents indicated they have experienced some difficulties with accessing businesses or services within the City of Vincent

Topic	Issues
Promoting business awareness	<ul style="list-style-type: none"> ○ Facilitate or promote training of local business staff ○ Promotion through the Economic Development officer ○ Provision of information on access and inclusion
Promotion of businesses adopting good access and inclusion principles	<ul style="list-style-type: none"> ○ Include as criteria in tender processes ○ Ongoing promotion through Vincent Access awards
Promotion of employment of people with disability	<ul style="list-style-type: none"> ○ Expand volunteer programme ○ Incorporate into staff awareness training ○ Promote employment of individuals with disability within local businesses, with the City of Vincent’s own employment practices serving as a positive role model
Accessibility of business premises	<ul style="list-style-type: none"> ○ Signage ○ Parking ○ Accessibility in premises ○ Accessibility between businesses and footpaths

6.5 Submission

After the draft DAIP (2012 – 2017) has been submitted to a Councillor briefing session on 03 July 2012, it was considered at a Council meeting on 10 July. It was then made available for public consultation for a period of twenty one (21) days, before the final DAIP was considered at a Council meeting on 28 August.

7. Responsibilities

7.1 Communication

All Councillors, Directors and Managers will be provided with a copy of the DAIP 2012 – 2017.

A copy of the DAIP will be sent to all staff and promoted.

Communication will include instructions on how to access the DAIP on the City of Vincent website.

7.2 Implementation

It is a requirement of the Disability Services act that public authorities must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors. Where agents and contractors provide services to the public on behalf of the City of Vincent, these services are to be conducted consistent with the DAIP.

Implementation of the DAIP is the responsibility of all areas of council. The DAIP prescribes responsibilities for each action.

7.3 Review

The responsible Community Development Officer (CDO) will coordinate the reporting of issues related to the DAIP from each department.

The current Access Audit will be referenced to inform strategic decision making in relevant departments.

7.4 Evaluation

The responsible CDO will reference and update the DAIP Implementation Plan to systematically address access and inclusion issues.

Annual Disability Access and Inclusion status reports will be submitted to Council to communicate progress of the DAIP.

7.5 Reporting

The Disability Services Act sets out the minimum reporting requirements for public authorities in relation to DAIP's. The implementation of the DAIP will be reported in the City of Vincent annual report.

The progress of the DAIP will also be submitted to the DSC, outlining:

- A summary of the progress in relation to the seven desired DAIP Outcomes;
- Strategies used to inform agents and contractors of DAIP requirements; and
- A summary of the progress of its agents and contractors towards meeting the seven outcomes. Contractors will use the DSC contractor report proforma to provide a brief summary of the access activities that they have undertaken relevant to the DAIP outcome areas by 30 June each year. These will be collated and submitted by the CDO, and be included in the City of Vincent progress report.

8. Disability Access and Inclusion Plan 2012 – 2017

Outcome 1

Services and events organised by the City of Vincent provide are accessible for all members of the community

Disability Service regulations 2004 – Standard 1:

A Disability Access and Inclusion Plan must provide a means of ensuring that people with disability have the same opportunities as other people to access the services of, and any events organised by, the relevant public authority.

Strategy	Action	Timeframe	Responsibility
1.1 Services and events information clearly communicates access and inclusion options available	(a) Available supports are communicated where possible	Sept 2012	Communications Officer
	(b) Accessibility initiatives are communicated	Sept 2012	Communications Officer
	(c) Media releases depict themes of access and inclusion where possible	Sept 2012	Communications Officer
	(d) Communication includes all parking options available, including ACROD and loading / unloading of buses	Sept 2012	Communications Officer
1.2 Services and events are publicised effectively	(a) Adequate notification is provided of services and events	Sept 2012	Communications Officer
	(b) Services and events are publicised in a range of media	Sept 2012	Communications Officer
	(c) A service provider notification strategy is developed in relation to services and events	Sept 2013	Community Development
	(d) A record is maintained of residents and businesses requesting individual notification of services and events	Ongoing	Community Development

Strategy	Action	Timeframe	Responsibility
1.3 Events and function planning incorporates established access and inclusion standards	(a) Specific access and inclusion standards are established for the range of services and events provided	Sept 2014	Community Development
	(b) Standards are clearly referenced and reported against for all event and function planning	Ongoing	Community Development
	(c) The Community Development Officer is consulted as required when planning events	Ongoing	Community Development
	(d) An accredited Access Auditor is consulted as required when evaluating the suitability of a new venue	Sept 2013	Community Development / Technical Services
1.4 Services and events planning undergoes a process of continuous improvement	(a) Mechanisms of identifying and documenting effectiveness of access and inclusion initiatives and issues arising are established	Sept 2014	Community Development
	(b) Services and events procedures undergo periodic review	Ongoing	Community Development
	(c) Site or service specific access and inclusion issues are identified	Sept 2014	Community Development
	(d) Service providers feedback on services and events is incorporated into continuous improvement planning	Sept 2014	Community Development
	(e) The UAAG contributes to and evaluates the continuous improvement of services and events	Sept 2014	Community Development

Strategy	Action	Timeframe	Responsibility
(continued)	(f) Annual reporting reflects continuous improvement planning to address access and inclusion issues	Annually	Community Development
1.5 Agents and contractors used for events demonstrate access and inclusion initiatives where possible	(a) Accessibility information is provided to all agents and contractors	Sept 2012	Community Development
	(b) Selection and performance evaluation of agents and contractors incorporates accessibility where possible	Sept 2013	Community Development
1.6 Specific support requirements of individuals are accommodated where possible	(a) Collaborate with service providers to attempt to address Individual support requirements	Sept 2013	Community Development
	(b) A budget is allocated to provide one-off assistance for individuals attending services or events, upon request	Sept 2013	Community Development
	(c) Maintain a record of regular support requirements requested by and provided to individuals	Ongoing	Community Development
	(e) Transport support is provided consistent with the 'Provision of Transport Assistance for Aged People and People with Disability' Policy	Sept 2013	Community Development
	(f) Individuals and service providers are provided opportunities to review services and events prior to initiation, where possible	Sept 2014	Community Development

Outcome 2

All building and facilities within the control of the City of Vincent are subject to achieving universal access as defined by relevant Australian Standards

Disability Service regulations 2004 – Standard 2:

A Disability Access and Inclusion Plan must provide a means of ensuring that people with disability have the same opportunities as other people to access the building and other facilities of the relevant public authority.

Strategy	Action	Timeframe	Responsibility
2.1 Supports available to address access issues are clearly communicated	(a) The supports and initiatives available to address specific individual access issues are promoted in a range of media	Sept 2013	Communications Officer
	(b) Supports provided to individuals or service providers are collated and documented from all departments	Sept 2013	Community Development
	(c) Stories depicting support provided are periodically publicised where possible	Ongoing	Communications Officer
2.2 All infrastructure planning systematically reviews access requirements	(a) An access audit is periodically performed and referenced for prioritisation of upgrades to buildings and facilities	Sept 2013	Community Development
	(b) Planning incorporates identifying high priority use areas and issues relatively easily resolved	Sept 2012	Community Development
	(c) Develop a risk assessment protocol to assist with prioritisation of infrastructure projects	Sept 2014	Planning / Community Development

Strategy	Action	Timeframe	Responsibility
2.2 All infrastructure planning systematically reviews access requirements (continued)	(d) All major infrastructure planning includes a report completed by an accredited Access Auditor	Sept 2012	Planning / Community Development / Technical Services
	(e) An annual budget allocation is available to systematically address building and facility access issues	March 2013	Planning / Community Development / Technical Services / Engineering
	(f) Service providers contribute to identifying priority and high use infrastructure and facilities access issues	Sept 2013	Community Development
	(g) Infrastructure design and planning incorporates enhanced as opposed to minimum access standards where possible	Sept 2013	Planning / Building / Technical Services
	(h) Access planning incorporates consideration for sensory and language barriers as well as physical access	Sept 2013	Community Development
2.3 Planning of facilities and equipment considers accommodating people with specific requirements	(a) Library equipment is reviewed as required to meet specific individual access requirements	Sept 2012	Library Services
	(b) Park design considers a wide range of access requirements including seating, paths, parking, toilets, signage and shelter	March 2013	Planning / Community Development / Park Services / Technical Services

Strategy	Action	Timeframe	Responsibility
2.3 Planning of facilities and equipment considers accommodating people with specific requirements (continued)	(c) Play equipment includes access options for children and carers who have specific access requirements	Sept 2013	Community Development / Park Services
	(d) Community and leisure facilities is reviewed as required to meet specific individual access requirements	March 2013	Planning / Community Development / Building / Park Services
	(e) A record is maintained of individual and service provider facilities and equipment requests and incorporated into planning processes	Sept 2013	Planning / Community Development
2.4 Footpath access shall undergo a process of Continuous improvement	(a) Continue the footpath upgrade programme	Sept 2012	Engineering Services
	(b) Continue footpath clearance enforcement programme with businesses	Sept 2012	Planning
	(c) Adopt a range of strategies to provide information regarding the importance of maintaining footpath access standards in relation to ensuring universal access	Sept 2013	Community Development / Technical Services
	(d) Develop an effective mechanism where specific minor access issues may be reported, documented and addressed in a timely manner, and records maintained for reporting purposes	Sept 2014	Planning / Building / Technical Services

Strategy	Action	Timeframe	Responsibility
2.5 Systematic planning to address transport infrastructure issues	(a) Provision of information in a range of formats is provided of all ACROD bays, drop off / pick up points and standard parking availability	Sept 2014	Technical Services
	(b) Continue to advocate for improvements to parking provisions to state government and local businesses	Sept 2013	Community Development / Ranger Services
	(c) Collaborate with service providers and public consultations to identify priority public transport seating, footpath and shelter infrastructure projects	Sept 2013	Community Development
	(d) Collaborate with service providers and public consultations to identify bus route issues and assist with advocacy for changes where possible	Ongoing	Community Development
2.6 Access issues are able to be effectively identified and reported	(a) Staff are provided with training to assist with identifying and reporting access issues while performing their routine duties	Sept 2014	All Divisions
	(b) Contractors engaged by the City of Vincent are provided orientation and an effective reporting process to report access issues while performing their routine duties	Sept 2014	Community Development / Technical Services
	(c) Issues reported by staff and contractors are effectively collated and included in planning and reporting processes	Sept 2014	All Divisions
	(d) Internal expert access support assists in interpreting Australian Standards requirements, where possible	Sept 2014	Planning / Building

Strategy	Action	Timeframe	Responsibility
2.7 Community safety issues are systematically addressed	(a) CCTV installation programme to include areas where vulnerable individuals are identified as potentially being at increased risk	Sept 2013	Ranger Services
	(b) Provide scooter security solutions in popular community areas where possible	Sept 2015	Planning / Building
	(c) Continue to fund security lighting of vulnerable residents	Ongoing	Ranger Services

Outcome 3

All information provided by the City of Vincent shall be available in alternative formats upon request

Disability Service regulations 2004 – Standard 3:

A Disability Access and Inclusion Plan must provide a means of ensuring that people with disability receive information from the relevant public authority in a format that will enable them to access the information as readily as other people are able to access it.

Strategy	Action	Timeframe	Responsibility
3.1 Content uploaded onto the City of Vincent website complies with W3C accessibility standards where possible	(a) Accessibility issues are identified and resolved where possible	Sept 2012	Information Systems / Communications Officer
	(b) Service providers and individual feedback on website accessibility issues are recorded, investigated and addressed where possible	Sept 2014	Community Development / Communications Officer
	(c) Aspired accessibility standards are clearly communicated on the City of Vincent home page	Sept 2013	Information Systems / Communications Officer
3.2 Information is able to be provided in alternative formats upon request	(a) The availability of information in alternative formats and translation and interpreter services is clearly communicated in a range of forums where appropriate	Sept 2013	Communications Officer
	(b) Develop a database of service providers or residents requesting information in alternative formats	Sept 2013	Community Development
	(c) An annual budget is allocated for the provision of information in alternative formats, with accompanying procedures for accessing the funds	March 2013	Communications Officer

Strategy	Action	Timeframe	Responsibility
(continued)	(d) Maintain records of instances where alternative format requests were facilitated	Sept 2013	Community Development
3.3 Staff are able to respond to requests for alternative format requests	(a) Staff training to include an awareness of alternative format options, and strategies to support residents with accessing information in a required format	Sept 2013	Community Development
	(b) Staff are supported to undergo additional specialised training to assist with communication (eg: Auslan)	Sept 2013	Community Development
	(c) The Community Development Officer is available to assist in responding to a request for information in an alternative format, as required.	Sept 2012	Community Development
	(d) Improvement of access to information is a regular scheduled agenda item of relevant staff meetings	Sept 2013	All Divisions
3.4 Alternative strategies are developed to extend access to information to individuals for residents	(a) Investigate the effectiveness of using new media such as Facebook and Twitter to discuss access and inclusion themes	Sept 2013	Communications Officer / Information Technology
	(b) Continue to provide the home library service, and investigate opportunities to extend the service to include the provision of additional City of Vincent information	Sept 2013	Library Services
	(c) Investigate the viability of coordinating volunteers to support isolated residents to receive information in a required format	Sept 2014	Human Resources / CD
	(d) Coordinate inserting additional information regarding upcoming events and services and supports available in scheduled resident mail outs, where possible	Sept 2014	Public Relations

Strategy	Action	Timeframe	Responsibility
3.4 Alternative strategies are developed to extend access to information to individuals for residents (continued)	(e) Library services assist in providing a wide range of information on services and events	Sept 2014	Library Services
	(f) Service providers assist the Community Development officer in identifying common issues with accessing information, and these issues are documented and addressed where possible	Ongoing	Community Development
	(g) Key information for events is made easily accessible in a range of formats	Sept 2013	Community Development
	(h) Accessibility information is regularly updated on the 'You're Welcome' * website where possible	March 2013	Community Development

* You're Welcome – AccessWA, is a West Australian government – funded access guide for people with disability and seniors. Access information is provided to assist people of all ages and abilities, including people who use a wheelchair, have difficulty walking or who are blind or deaf

Outcome 4

The City of Vincent provides consistent and equitable service to all people

Disability Service regulations 2004 – Standard 4:

A Disability Access and Inclusion Plan must provide a means of ensuring that people with disability receive the same level and quality of service from the staff of the relevant public authority as other people receive from that authority.

Strategy	Action	Timeframe	Responsibility
4.1 Programmes and services provided clearly communicate equity principles	(a) The equity goals of the City of Vincent are clearly communicated in a range of formats	Sept 2013	Communications Officer
	(b) The rationale for eligibility for specific services or programmes is clearly communicated to ensure there is no perceived discrimination	Sept 2013	Communications Officer
	(c) Supports available to access services from the City of Vincent are clearly communicated in a format appropriate for each individual	Sept 2013	Communications Officer
	(d) Media is used to promote positive initiatives and individual success stories to promote awareness in the community	Sept 2013	Communications Officer
	(e) Best practice examples of provision of equitable services are identified, acknowledged and commended	March 2013	Community Development
4.2 Systematic provision of Staff Disability Awareness Training is provided	(a) Staff training performance goals are established, to incorporate new and existing staff	Sept 2015	Community Development / Human Resources

Strategy	Action	Timeframe	Responsibility
4.2 Systematic provision of Staff Disability Awareness Training is provided (continued)	(b) A staff training schedule is maintained	Sept 2013	Community Development / Communications Officer
	(c) Collaboration opportunities are identified with service providers and other councils to provide relevant staff training	Sept 2013	Community Development / Communications Officer
	(d) Training is tailored to specific department requirements	Sept 2013	Community Development / Communications Officer
	(e) Levels of training is tailored to specific staffing profiles, for example a casual staff pool with high turnover	Sept 2013	Communications Officer
	(f) Staff training is adjusted as required in response to participant feedback analysis	Sept 2013	Community Development / Human Resources
	(g) Case studies specific to the City of Vincent are collated and presented to relevant training groups, if and as appropriate	Sept 2013	Community Development / Communications Officer

Strategy	Action	Timeframe	Responsibility
4.3 Additional relevant staff training is provided to address identified needs	(a) Staff are supported to attend additional training (for example mental health awareness, conflict resolution)	Sept 2013	Communications Officer
	(b) Additional training material provided to staff is submitted to the line manager for review and distribution as appropriate	Sept 2013	Communications Officer
	(c) Relevant training options are developed suited to a casual staff pool with high turnover	Sept 2013	Communications Officer
	(d) Risk assessment protocols are established as required for staff to evaluate a response to requests to provide personal care and / or transfer assistance	Sept 2014	Communications Officer
	(e) Relevant service providers are consulted as required to develop strategies to address service provision issues for specific client groups	Sept 2013	Community Development
	(f) Staff training requests and needs are reviewed as part of the annual budget planning process	Ongoing	Communications Officer
	(g) Staff training requirements are included as an agenda item in OHS representative meetings, as required	Ongoing	Communications Officer
4.4 Equity issues identified are investigated and actions developed as appropriate	(a) Service providers are encouraged to identify and report service equity issues related to their clients to the Community Development Officer	Sept 2013	Community Development
	(b) Service equity issues are documented, and investigations and actions arising shall be responded to in accordance with management protocols	Sept 2013	Community Development

Strategy	Action	Timeframe	Responsibility
(continued)	(c) The UAAG will be advised of all equity investigations, and provide recommendations as appropriate	Sept 2013	Community Development
	(d) The DAIP Implementation Plan shall be adjusted as required to respond to equity investigations	Sept 2013	Community Development
4.5 Recruitment policies and practices reflect the desire for a diverse workforce as one strategy to achieve equitable service delivery	(a) Clear promotion of positions vacant to encourage a diversity of applicants	Ongoing	Communications Officer
	(b) Supports available for employees requiring specific accommodations is clearly communicated	Sept 2013	Communications Officer
	(c) Service providers are consulted to assist in developing strategies for specific staff support requirements	Sept 2013	Communications Officer

Outcome 5

The City of Vincent provides accessible means for a person to make a complaint, and these complaints are fully investigated and communicated in an accessible format

Disability Service regulations 2004 – Standard 5:

A Disability Access and Inclusion Plan must provide a means of ensuring that people with disability have the same opportunities as other people to make complaints to the relevant public authority.

Strategy	Action	Timeframe	Responsibility
5.1 Options made available for lodging a complaint reflect accessibility best practice	(a) Options and supports for lodging a complaint are clearly communicated in a range of forums including the City of Vincent website	Sept 2013	Communications Officer
	(b) The Community Development Officer and UAAG are available to assist in the lodging and evaluation of complaints, as required	Sept 2013	Community Development
	(c) Service providers are assisted in developing client awareness of the process of lodging complaints	Sept 2013	Community Development
	(d) Additional resources are made available as required to assist with the effective lodgement of a complaint (eg: interpreter and translation services)	Sept 2012	All Divisions
	(e) Complaints lodged where additional supports were provided are evaluated annually by the Community Development Officer and UAAG to ensure the process and outcome was consistent with the Customer Service Complaints Management Policy	Sept 2013	Community Development / Communications Officer

Strategy	Action	Timeframe	Responsibility
5.2 Staff training and procedures are developed to ensure a competent response to a wide range of complaints issues	(a) Work instructions are available to inform staff of the process of facilitating an individual receive the required supports to effectively lodge a complaint	Sept 2013	Community Development
	(b) Training is provided to relevant staff to be aware of issues that may impact on an individual's presentation when attempting to make a complaint	Sept 2013	Community Development
	(c) Relevant service providers are approached to assist in developing effective responses and support strategies for individuals wishing to lodge a complaint	Sept 2013	Community Development
	(d) Relevant service area staff meetings and Disability Awareness Training includes a review of instances where supports were provided to assist in lodging complaints, and the outcomes	Sept 2013	Community Development

Outcome 6

The City of Vincent provides effective support for all people to be able to contribute to public consultations

Disability Service regulations 2004 – Standard 6:

A Disability Access and Inclusion Plan must provide a means of ensuring that people with disability have the same opportunities as other people to participate in any public consultation by the relevant public authority.

Strategy	Action	Timeframe	Responsibility
6.1 Public consultations are widely advertised in a range of media	(a) Notification of key public consultations uses a range of media	Ongoing	Communications Officer
	(b) Service provides are advised of public consultations where possible	Ongoing	Community Development
	(c) A record is maintained of residents who have indicated an interest in being notified of public consultations, and these residents are individually contacted	Ongoing	Community Development
	(d) An adequate time allowance is provided to respond to calls for public consultations	Ongoing	Communications Officer
	(e) Notification includes posters in public buildings and local businesses, where possible	Ongoing	Communications Officer
6.2 Supports available in participating in public consultations is clearly communicated	(a) Individuals who have previously been identified as requiring support are contacted to coordinate support requirements	Ongoing	Community Development
	(b) Supports available and the value of wide consultation are clearly communicated	Ongoing	Communications Officer

Strategy	Action	Timeframe	Responsibility
6.2 Supports available in participating in public consultations is clearly communicated (continued)	(c) Service providers are advised of supports available, and assist in the coordination of supports for residents, as required	Ongoing	Community Development
	(d) Staff and councillors are made aware of processes for accessing supports for residents when conducting a consultation, as required	Ongoing	Communications Officer / Public Relations
	(e) Past and present initiatives that have been used to illustrate inclusive consultation strategies are released as media stories	Sept 2013	Communications Officer
6.3 A wide range of consultation strategies are provided to meet individual requirements	(a) Public forum consultations are conducted regionally to reduce travel and be in a more familiar and relevant environment, where possible	Sept 2013	Communications Officer
	(b) Individual support requirements are identified and planned to be addressed in consultation with the Community Development Officer or other adequately trained staff members	Sept 2013	Community Development
	(c) One on one interviews, written submissions, phone interviews are third party interviews with a designated representative are made available where possible	Sept 2014	Community Development / Communications Officer
	(d) Consultations provide opportunities for brief contributions through Twitter and Facebook media, where possible	Sept 2014	Communications Officer

Strategy	Action	Timeframe	Responsibility
6.3 A wide range of consultation strategies are provided to meet individual requirements (continued)	(e) Service providers are engaged to provide representation on behalf of their client groups	Ongoing	Community Development
	(f) The Community Consultation Policy related to staff training and process accessibility is evaluated in relation to meeting the needs of people with a wide range of disability and support requirements	Sept 2014	Communications Officer
	(g) A record is maintained of individual and universal accessibility accommodations made during public consultations	Sept 2014	Community Development
6.4 Public consultation venues are consistent with Disability Services Commission guidelines	(a) Suitability of venues are evaluated to meet required accessibility standards as outlined in the Disability Services Commission Guidelines	Ongoing	Communications Officer / Community Development
	(b) Venues to include provision for hearing loops at major public consultations or upon request. The microphone is consistently used to ensure all presenter and participant comments are audible through the PA System and hearing loop	Ongoing	Communications Officer / Community Development
	(c) Visual material including text style and background of presentations is presented consistent with Disability Services Commission guidelines.	Ongoing	All Divisions
	(d) Setting up of venues takes into consideration of placement of all participants, including those requiring access to hearing loops, proximity to visual displays, proximity to toilets and a range of mobility aids	Ongoing	All relevant departments

Strategy	Action	Timeframe	Responsibility
6.5 Consultations are evaluated for accessibility and broad representation, where possible	(a) Public consultations include an opportunity for feedback on access and inclusion of the process	Sept 2013	Communications Officer / Community Development
	(b) Participation demographics at major public consultations is reviewed where available	Sept 2013	Communications Officer / Community Development
	(c) Evaluation of feedback from participants and staff are documented to assist with planning for future consultations	Sept 2013	All Divisions

Outcome 7

Businesses and services within the City of Vincent are encouraged to improve the access and inclusion of their businesses for people with disability

Strategy	Action	Timeframe	Responsibility
7.1 Businesses are supported to develop access awareness and improve accessibility	(a) The Vincent Access Awards is widely promoted to acknowledge access and inclusion achievements of local businesses	Sept 2012	Community Development
	(b) Information related to universal access are made available in a range of media including on the City of Vincent website	Sept 2013	Community Development / Public Relations
	(c) Businesses are supported with making optimal accessibility decisions prior to the submission of a planning application	Sept 2013	Planning

	(d)	Periodic media stories relate a positive theme of accessibility of businesses	Sept 2013	Community Development / Public Relations
	(e)	The Economic Development Officer role includes engaging businesses to improve accessibility	Sept 2013	Economic Development
	(f)	Businesses are supported to develop solutions for access issues between council and business assets	Sept 2013	Planning
	(g)	Businesses are supported to develop disability awareness of staff	Sept 2013	Community Development
	(h)	Tender processes are reviewed to investigate the potential to include business accessibility as a selection criteria	Sept 2013	Community Development
	Strategy	Action	Timeframe	Responsibility
7.2		Accessibility in and around businesses is actively monitored		
	(a)	Access policies are actively enforced with businesses	Sept 2012	Planning / Building
	(b)	City of Vincent staff enforcing access are provided appropriate training to be able to promote awareness of the benefits of universal access	Sept 2013	All Divisions
	(c)	City of Vincent staff who have regular exposure to businesses are trained to identify access issues and provided with a clear process of reporting these issues for follow up	Sept 2013	All relevant departments
7.3	(a)	The employment of people with disability is widely	Sept 2013	Human Resources
		City of Vincent recruitment and HR policies and practices reflect active support of employing people with a wide range of disability		

promoted	(b)	The City of Vincent promotes and supports participation of volunteers who have a disability	Sept 2013	Human Resources
	(c)	Information is made available to local businesses to promote employment of people with disability	Sept 2013	Community Development / Economic Development Officer
	(d)	Staff disability awareness training incorporates employment issues as required	Sept 2013	Human Resources / Community Development
	(e)	Managers and Directors to meet Disability Discrimination Act, Occupational Health Safety and Welfare and Human Resource policy requirements when supervising a person with disability	Sept 2013	Resources/Community Development

9. Appendices

9.1 Definitions and acronyms

Access:	Equal opportunity for all residents to participate in Council activities. This includes access to services, programmes, facilities, decision-making processes, and entitlements.
Activity:	The execution of a task or action by an individual. (ICF definition)
Activity limitations:	Difficulties an individual may have in performing activities. (ICF definition)
AHRC:	Australian Human Rights Commission
Body functions:	Physiological functions of body system, including psychological functions (ICF Definition)
Body structures:	anatomical parts of the body, such as organs, limbs and their components. (ICF Definition)
CALD	Culturally and Linguistically Diverse background: when referring to an individual or cultural group.
CD:	Community Development
CDO:	Community Development Officer: The principle officer responsible for the management of the Disability Access and Inclusion Plan for the City of Vincent
Community Relations:	Is concerned with how people interact and relate to each other as individuals and as a community.
Culture:	Ideas, beliefs, values, knowledge, and experiences which influence the way in which people behave and relate.
DAIP:	A Disability Access and Inclusion Plan (DAIP is required to be developed and implemented by all public authorities, in accordance with the Disability Services Act 1993 (amended 2004).
DSC:	Disability Services Commission: the Western Australian authority overseeing the administration of DAIP's of all State and local government agencies under the Disability Services Act (1993) amended in 2004, including submission of a revised DAIP a maximum of every 5 years, and annual prescribed reporting.

Environmental factors:	The physical, social and attitudinal environment in which people live and conduct their lives.
Ethnicity:	Refers to a person's racial, cultural, and/or linguistic heritage. It has become commonly used to refer to someone from a background other than English-speaking, although everyone has an ethnic background.
Equity	Fair distribution of resources and opportunities according to need and access to decision-making processes.
ICF:	The International Classification of Functioning, Disability and Health
Inclusion:	The concept that individuals and groups in a community make accommodation to include people with additional needs in everyday social and economic life, without qualification
Impairment:	Problems in body function and structure, such as significant deviation or loss. (ICF definition)
Participation:	Involvement in a life situation, including decision-making about matters affecting people's lives.
Rights:	Relates to the entitlement to justice for all individuals and includes freedom of assembly, speech, beliefs, and information.
Service Provider:	An organisation that provides any service directly to people with a disability within the City of Vincent
Social Justice:	Refers to the right of all people to equality of treatment and opportunity and the removal of barriers preventing access and equity. Four main principles underpin the concept of Social Justice. These are: Access, Equity, Participation and Rights.
UAAG:	Universal Access Advisory Group. The advisory body of the City of Vincent assisting with the implementation of the DAIP

9.2 Survey Performance responses summary

	yes	no
Have you attended an event or function conducted by the City of Vincent?	65.9%	34.1%
	(27)	(14)
Do you feel included at events & functions conducted by the City of Vincent?	76%	24%
	(19)	(6)
Do you identify as having any difficulties in accessing any information provided by the City of Vincent?	20%	80%
	4	(16)
Have you ever made a complaint to the City of Vincent?	26.3%	73.7%
	(5)	(14)
If you have made a complaint to the City of Vincent, are you satisfied with the response you received?	40%	60%
	(2)	(3)
Have you ever wished to make a complaint to the City of Vincent, but felt unable to?	26.3%	73.7%
	(5)	(14)
Have you ever experienced any difficulties participating in a public consultation?	22.2%	77.8%
	(4)	(14)
Do you identify as having any difficulties with accessing business & services within the City of Vincent?	61.6%	38.9%
	(11)	(7)