

**11.5 OUTCOME OF PUBLIC CONSULTATION AND ADOPTION OF ACCESS AND INCLUSION PLAN 2022-2027**

**Attachments:** 1. Draft City of Vincent Access and Inclusion Plan 2022-2027

**RECOMMENDATION:**

That Council

1. **NOTES** the outcome of the public consultation period for the draft Access and Inclusion Plan 2022-2027;
2. **RECEIVES** the amended draft Access and Inclusion Plan 2022-2027; and
3. **ADOPTS** the draft Access and Inclusion Plan 2022-2027 and **NOTES** that the Plan will be subject to the addition of the Mayor's foreword, graphic design, formatting, styling and accessibility checks as determined by the Chief Executive Officer, prior to publication.

**PURPOSE OF REPORT:**

To seek Council adoption of the City of Vincent Access and Inclusion Plan 2022-2027 (AIP).

**BACKGROUND:**

The Disability Services Act 1993 (the Act) requires all local government authorities to develop a Disability Access and Inclusion Plan, which may also be known as an Access and Inclusion Plan, in order to plan and implement accessibility improvements, and to promote access and inclusion both for people with disability and for the wider community. The AIP is required to be updated or replaced at a minimum of every five (5) years.

Administration began a review of the City's current Disability Access and Inclusion Plan 2017-2022 in 2021, and commenced a public engagement project in order to seek feedback on the current plan and on the needs and priorities of our community and key stakeholders, to develop a new AIP.

Engagement activities undertaken during this period include:

- 3 Community workshops with people with disability, carers and industry representatives
- Online (Imagine Vincent) and in person surveys
- Stall at Kyilla Farmers Markets
- Engagement with groups at Vincent Community Centre
- Engagement with Mt Hawthorn Education Support Centre
- Meetings with Managers and Coordinators across City business units

The City also engaged Youth Disability Advocacy Network to assist with the design of engagement tools and to participate in the workshop.

Following the initial engagement period the new AIP was drafted and reviewed by key stakeholders. At the Ordinary Meeting of Council on 17 May 2022 the AIP received approval for public consultation.

**DETAILS:**

The public consultation period was undertaken from 2 June to 24 June 2022. The consultation was advertised through local newspaper advertisements, social media posts, displayed on the City noticeboards in Customer Service, the Imagine Vincent website and through stakeholder networks.

**CONSULTATION/ADVERTISING:**

Public advertising of the draft AIP has now been undertaken in accordance with Policy No. 4.1.5 – Community Consultation with one (1) submission received, with comments from the submission summarised as follows:

Comment Received	Administration Response
Query why some actions under 'What we will keep doing' refer to physical accessibility and not other aspects of accessibility	These actions refer to what is currently in place, and Administration is aware that currently we do not always consider non-physical accessibility when providing events and services. These aspects are addressed in the 'Action Areas' where appropriate and therefore no change is required.
Queried accessibility of document formatting and layout.	It is recommended that these items be addressed after the content of the Plan is adopted, in order to ensure the final, Council Adopted content is reviewed by an appropriately qualified person for accessibility, at that time.
Update <i>'We will provide low sensory areas or sessions at Beatty Park and at all relevant events'</i> to <i>'We will provide low sensory areas and/or sessions at Beatty Park and at all relevant events.'</i>	Updated action as requested.
Requested clarification on what comprises a 'sensory kit' as noted in examples of actions under Outcome One	Updated action to include examples of items in a sensory kit to make this clearer to the reader
Request to specify that ACROD parking bays provided will accommodate different types of vehicles that may be used e.g. side access and rear access.	Under Action areas for Outcome Two, we have included <i>'Improve ACROD permit holder parking across the City'</i> . Administration notes that reviewing and improving the parking will include consideration of different access requirements and vehicle use.
Requested all references to Australian Standards include the specific Australian Standard	Administration is seeking to make the plan easy to read by using plain language and avoiding technical terms where possible. We have amended the Plan to include footnotes to the actions referencing specific Australian Standards rather than including them in the body of the text.
Request to promote alternative reporting mechanisms such as the "Snap Send Solve" application	Updated action under Outcome 5 to include <i>'promote alternative options for providing feedback, including the use of third party applications.'</i>
Advised that for the action <i>'Add more accessible playground equipment and soft fall to playgrounds'</i> that soft fall is not the only option.	Noted. It has been requested by a number of parents of children with disability during the consultation to use soft fall at more playgrounds across Vincent.
Request reference to Tactile Ground Surface Indicators (TGSI's) under examples of Outcome Two	Noted. The examples under each action are not an exhaustive list and under the Action areas for Outcome Two we have committed to <i>'Review the accessibility of our public spaces, including footpaths, and prioritise improvement for areas of concern.'</i> This would include installation of TGSI's where necessary and appropriate.
Requested website accessibility refers to the specific standard and compliance level that will be met	Updated as a footnote.
Request consideration of audio description to be available for City events	Noted. Currently the City does not host any regular events that would require the use of audio description services. Under Outcome One Administration have included the action <i>'We will share information with event organisers and community groups to increase awareness of non-physical accessibility needs.'</i> Administration will share information regarding audio description services with organisations hosting events where this is appropriate.
Request to add audio description to video	Updated as requested

Comment Received	Administration Response
content	
Make disability awareness training mandatory and consider re-training of staff after a specific period	Training will be mandatory for staff within the first six months of employment, as stated in the Plan. Re-training may be considered but at this time Administration is committed to ensuring all staff participate in initial training.
Request that the plan specifies that people with disability have opportunities to give compliments as well as complaints.	Noted, update to reflect that this includes compliments and general feedback
Request option for contacting the City via video call for AUSLAN users	Noted, the Plan reflects a list of contact methods that are not exhaustive. The City's website will be updated to include option to pre-book video calls with an AUSLAN interpreter.
Requested additional information included to promote staff awareness of supports available for employing people with disability	Updated 'Upskill managers and supervisors in fostering accessible and inclusive workplaces' to 'Upskill managers and supervisors in fostering accessible and inclusive workplaces. including providing information on third party support and funding.'

**LEGAL/POLICY:**

The City is required to develop and implement an Access and Inclusion Plan, and review or update this plan at a minimum of every 5 years, under the Disability Services Act 1993.

This is also in keeping with the City's Diversity Access and Equity Policy.

**RISK MANAGEMENT IMPLICATIONS**

Low: It is low risk for Council to adopt this Plan. The Plan has been developed with relevant community stakeholders and Administration staff.

**STRATEGIC IMPLICATIONS:**

This is in keeping with the City's *Strategic Community Plan 2018-2028*:

Enhanced Environment

*Our parks and reserves are maintained, enhanced and well utilised.*

Accessible City

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

Connected Community

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

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

*Our community facilities and spaces are well known and well used.*

Thriving Places

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

*Our physical assets are efficiently and effectively managed and maintained.*

Innovative and Accountable

*Our community is aware of what we are doing and how we are meeting our goals.*

*We are open and accountable to an engaged community.*

**SUSTAINABILITY IMPLICATIONS:**

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

**PUBLIC HEALTH IMPLICATIONS:**

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

*Increased mental health and wellbeing*

*Reduced injuries and a safer community*

*Increased physical activity*

**FINANCIAL/BUDGET IMPLICATIONS:**

Administration proposed an additional \$50,000 in the 2022/2023 budget for access and inclusion building initiatives for audits, upgrades and additions where required. It is intended that this should be a recurring budget item to ensure audit findings can be implemented as required and in order of priority.

An additional \$30,000 was requested for surveying and mapping of public ACROD parking bays, with \$30,000 per annum flagged for the following three years in order to implement improvements under the Car Parking Renewal Program.

The majority of actions within this Plan are able to be implemented within existing budgets, with changes in processes and embedding access and inclusion principles within operations and project planning. Minor additional costs may be incurred for items such as staff training or Auslan interpreter services.

**COMMENTS:**

As a Local Government Authority, the City's ability to show leadership in the area of access and inclusion is key to driving change within the broader community. Adoption and full implementation of this plan, which has been developed collaboratively with the community, will guide the City and contribute to a more accessible and equitable society.

## CITY OF VINCENT ACCESS AND INCLUSION PLAN (DRAFT)

### **Acknowledgement of Country**

The City of Vincent acknowledges the traditional lands of the Whadjuk Noongar people. We pay our respect to their Elders, past and present and we recognise their strength and resilience.

### **Mayors Foreword**

In Vincent, we strive to be inclusive, to celebrate our many differences and ensure our services, facilities and information are accessible to our many residents and visitors.

Our Strategic Community Plan 2018-2028 inspires and drives us to achieve “an inclusive, accessible and equitable City for all.”

In bringing together our new Access and Inclusion Plan 2022-2027, we set out to engage as deeply as possible with our community, families, carers, industry representatives and staff.

From face-to-face discussions at Beatty Park and the Kyilla Farmers Market to a community workshop and an online survey, we gathered information on how our community wants us to make access and inclusion the best it can be.

We heard from our community that the Plan needs to address issues facing people with disability. But it also needed to consider how we can improve access and inclusion equity for all residents and City visitors, such as seniors, people of culturally and linguistically diverse backgrounds and LGBTIQ+ people.

The aim of the plan is to make our buildings, services, events and culture more accessible and to make sure everyone in our community has the opportunity to participate in all aspects of life in Vincent.

In achieving this aim, we have identified eight outcome areas in which we will take further action. This includes actions to promote greater participation in public life, through broader public consultation, better employment practices and easily accessible and adaptable information.

Other outcomes include prioritising accessibility when we upgrade our public spaces, parks and playgrounds and increasing access to our events, with a focus on considering both physical and non-physical barriers to getting involved.

We also want to make sure all our staff have the support and development they need to improve access and inclusion in undertaking their roles.

Our hope is that over the life of this five-year Plan, the way we operate and the services we offer to our community have been enhanced and barriers to an achieve an equitable environment have been reduced.

### Introduction

We want to provide services and spaces that meet the needs of all our residents and visitors.

We know barriers exist that prevent equity from being achieved, particularly for people with disability

The aim of this Plan is to make our buildings, services, events and culture more accessible and to make sure everyone in our community feels included.

We will give everyone in our community:

- the opportunity to be heard,
- the ability to enjoy our public spaces,
- fair treatment and respect.

So everyone can participate and enjoy Vincent life.

### Legislation and Guiding Documents

Our Strategic Community Plan 2018-2028 guides our service delivery, planning and development. A key outcome of this plan is that *"We are an inclusive, accessible and equitable City for all."*

This Plan has also been informed by the [State Disability Strategy 2020-2030](#) and the [State Disability Action Plan 2020-2030](#).

Having an Access and Inclusion Plan (also known as a Disability Access and Inclusion Plan) is a requirement for all Local Governments under the Western Australian Disability Services Act 1993.

### What is Access and Inclusion?

Nearly everyone faces hardships and difficulties at one time or another. But for people with disabilities, barriers to access and inclusion can be more frequent and have greater impact.

A disability is a condition that restricts everyday activities. The Disability Services Act (1993) defines 'disability' as a condition which:

- is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those impairments
- is permanent or likely to be permanent
- may or may not be of a chronic or episodic nature
- results in substantially reduced capacity of the person for communication, social interaction, learning or mobility and a need for continuing support services. (disability.wa.gov.au)

The World Health Organisation (WHO) describes barriers as being more than just physical obstacles, but considers "factors in a person's environment that, through their absence or presence, limit functioning and create disability.

These include:

- A physical environment that is not accessible
- Lack of relevant assistive technology (assistive, adaptive and rehabilitative)
- Negative attitudes of people towards disability

- Services, systems and policies that are either non-existent or that hinder the involvement of all people with a disability in all areas of life”

#### **Intersectionality**

We know that access and inclusion will also impact people without disability.

Other personal characteristics that may contribute to whether a person has equitable access and inclusion are:

- Gender
- Sex
- Sexual Orientation
- Race and Ethnicity
- Colour
- Nationality
- Refugee or migrant background
- Language and Literacy
- Religion
- Age
- Socio-economic status

For some people, access and inclusion will be impacted by more than one of these characteristics. For example, a person with disability may also experience a lack of inclusion due to race, gender or sexual orientation.

These people may experience more barriers because of the combination of these characteristics. This is called intersectionality.

#### **Diversity Profile**

##### In City of Vincent:

33,693 people in the City of Vincent (2016 census)

One in three residents born overseas

One in five speak a language other than English at home (ABS)

3,642 people aged 65+ (2016 census)

1,304 people need assistance due to disability (2016 census)

One in four households with dependent children

2,451 unpaid aged and disability carers (2016 census)

409 NDIS participants residing in Vincent (NDIS)

##### Across Australia

One in five Australians have a disability (ABS)

One in five speak a language other than English at home (ABS)

One in two people were born overseas or have a parent who was born overseas (ABS)

Up to 11% of Australians may have a diverse sexual orientation, sex or gender identity (Human Rights Australia)

Aboriginal and Torres Strait Islander peoples make up 3.3% of the population

One in ten people with disability experienced discrimination in the past year (ABS)

One in three people with disability have had difficulty accessing facilities (Australian Institute of Health and Welfare)

One in two people with disability are in the workforce (Australian Human Rights Commission)

One in two people were born overseas or have a parent who was born overseas (ABS)

1.7% of Australians are estimated to be intersex (Human Rights Australia)

44% of Australian Adults with low levels of English Literacy (known as functional illiteracy) (ABS)

#### **Who helped us make this Plan**

To help us write this plan, we spoke to people in our community and asked what they wanted us to do to make the City more accessible. Some of the ways we spoke to people are listed below.

Youth Disability Advocacy Network helped us draft a community survey

We held a workshop that 14 people with disability, carers and disability sector workers attended

11 people completed our online survey

We had six face to face conversations in the community

We did a pop up stall to talk to people at the Kyilla Markets

We talked to people attending programs at our Community Centre

We put out an open invitation to our networks to talk to us

We held meetings with City of Vincent management staff



### Outcome Areas

These are the eight areas in which we will take actions to be more accessible and inclusive. For each area, we have listed what we will keep doing, what new actions we will take and some examples of what these actions will look like.

**Outcome One - People with disability have the same opportunities as other people to access the services of, and any event by, a public authority.**

<b>What we will keep doing:</b>
Provide services and events in venues that are physically accessible.
City staff, agents and contractors are made aware of, and required to follow, access and inclusion requirements for their roles.
<b>Action areas:</b>
We will make our Administration and Civic Centre, Community Centre, Library and Beatty Park more accessible. We will aim to meet best practice standard where possible.
Improve communication about accessibility for events and services.
We will make it easier to locate information about accessible public facilities in Vincent.
Improve service and event accessibility for people with neurological, cognitive, intellectual, psychiatric and sensory disability.
We will share information with event organisers and community groups to increase awareness of non-physical accessibility needs.
<b>Examples of actions:</b>
Ensure all major City events with performers or speakers have an Auslan interpreter and that the option for an Auslan or other language interpreter is available on request for workshops and other events
We will provide low sensory areas and/or sessions at Beatty Park and at all relevant events.
All our event promotional material will include accessibility information.
We will obtain a sensory kit (including items such as earmuffs and sensory toys) to assist City staff to support people with neurological, sensory and other conditions at City run events.

**Outcome Two - People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.**

<b>What we will keep doing:</b>
Provide free, dedicated ACROD parking bays across the City
When we are making upgrades to buildings or commencing new construction, our staff, contractors and agents are aware of, and comply with, Australian accessibility and mobility standards*
<b>Action areas:</b>
We will make our Administration and Civic Centre, Community Centre, Library and Beatty Park more accessible. We will aim to meet best practice standards where possible.
Develop a clear plan for upgrading City facilities, to meet or exceed Australian Standards where possible over the next 10 years*
Make hiring our facilities more accessible
Improve ACROD permit holder parking across the City
Review accessibility of playgrounds and other park equipment through the Playspace Strategy and make improvements, in order of priority.
Review the accessibility of our public spaces, including footpaths, and prioritise improvement for areas of concern.
Make sure accessibility is a high priority when we upgrade our parks and open spaces
Encourage businesses and community groups in City of Vincent to become more accessible and inclusive
Ask all tenderers to demonstrate how they consider accessibility and review this as part of our procurement process
<b>Examples:</b>
Accessible toilets will be upgraded to have automatic door entry at the Administration and Civic Centre and Community Centre buildings.
Add more accessible playground equipment and soft fall to playgrounds.
Upgrade the Administration and Civic Centre lift to meet accessibility standards.**
Allocate funds in our annual budget to improve building accessibility across the City.
All City managed road resurfacing leaves the road level with the footpath ramp at the time of completion.

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

<b>What we will keep doing:</b>
Our website will meet current Web Content Accessibility Guidelines.***
We will promote on our website that documents are available in alternative formats on request.
All staff involved in developing website, social media and other public content have received access and inclusion training and cultural awareness training.

<b>Action areas:</b>
Provide more support for those who have difficulty communicating when accessing our services.
Promote availability of Auslan and other language interpreters for City events and services and for communicating with the City.

<b>Examples:</b>
Provide D/deaf awareness, dementia awareness and other suitable training for customer service staff.
Trial Alternative and Augmentative Communication (AAC) boards at locations within the City.
Add image descriptions to all images used on social media and in public documents and ensure all video content has closed captions, audio description and accompanying transcript.

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

<b>What we will keep doing:</b>
Ensure that all staff and contractors are provided with information about this plan and their responsibilities, in induction or on-boarding process.
Provide disability awareness training to all staff within the first 6 months of employment.

<b>Action areas:</b>
Improve staff and contractor awareness of this plan and general Access and Inclusion principles, including non-visible disability, in day-to-day tasks and projects across the organisation.
Track all customer requests regarding access and inclusion, to ensure action and accountability
Improve information technology to provide better access for staff when dealing with customers outside of City of Vincent office buildings.

<b>Examples:</b>
Update staff and contractor induction and on-boarding to increase awareness of this plan and how it relates to individual work areas.

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

<b>What we will keep doing:</b>
Receive and action complaints and compliments made through all contact methods including letter, email, in person, phone, social media message and via our webpage.

<b>Action areas:</b>
Improve information about providing feedback, for people who require an interpreter or have additional accessibility needs.

<b>Examples:</b>
Make our complaints and customer service charter available in multiple formats on the website, including Easy Read.

**Outcome Six - People with disability have the same opportunities as other people to participate in any public consultation by a public authority.**

<b>What we will keep doing:</b>
Conduct consultation in venues that are physically accessible, using appropriately trained staff.
Allow for feedback to be taken in a range of ways including; in person, by letter, email, SMS, NRS (National Relay Service), with an Auslan or other language interpreter and via the City's website, social media and in person.
Ensure people with disability continue to be represented on the City's Community Engagement Panel.

<b>Action areas:</b>
Increase promotion of support available for people with disability to participate in public consultations.

<b>Examples:</b>
Include plain English word document formats for major consultations listed on Engagement HQ.
Clearly advertise the accessibility of the venue for any in-person consultation sessions.
Measure participation rates of people with disability

**Outcome Seven - People with disability have the same opportunities as other people regarding employment practices (recruitment and retention) by a public authority.**

<b>What we will keep doing:</b>
Promote employment opportunities widely, in a range of formats and through Disability Employment Services and disability networks.
Ensure all City position descriptions and employment contracts state that Access and Inclusion is a shared responsibility of all staff.
Ensure all venues used for recruitment and employment are physically accessible.
Continue offering employment opportunities specifically for people with disability via the Disability Employment Services Network.
<b>Action areas:</b>
Improve induction and on boarding process to make it more accessible and inclusive
Upskill managers and supervisors in fostering accessible and inclusive workplaces, including providing information on third party support and funding.
Build stronger relationships with local disability organisations and promote employment opportunities through their networks.
<b>Examples:</b>
Work directly with disability organisations to undertake 'role carving' to provide more employment opportunities for people with disability.
Provide unconscious bias and workplace diversity training for staff involved in recruitment and management.

**Outcome Eight - 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.**

<b>What we will keep doing:</b>
Continue to implement the City's Access and Equity policy, and this plan, across the organisation.
<b>Action areas:</b>
Improve accessibility of Council meetings, where policies are discussed and adopted.
Review and update our purchasing policy to make it easier to purchase from businesses owned by, or supporting, people with disability.
Ensure all staff undertaking policy reviews consider accessibility when making recommendations to Council.

<b>Examples:</b>
Amend policies and procedures to ensure people with disability can submit statements and questions at Council Meetings in alternative formats.
Update policy review paper template to include a prompt to consider accessibility.

#### **How will this Plan be promoted and implemented?**

The City of Vincent will make this Plan available on our website and in hard copy in our Library, Administration and Civic Centre, Community Centre and Beatty Park.

We will promote this Plan via our electronic newsletters, on social media and in local newspapers.

You can also request a copy of our Plan to be provided to you via mail, email, or in another format such as audio recording or braille.

The City will track our progress against each action within this Plan and will complete an annual progress report for the Department of Communities.

#### **Contact us:**

To talk to someone about this Plan, you can contact the City of Vincent in the following ways:

- In person at the City of Vincent Community Centre, 99 Loftus Street Leederville.
- Call us on 9273 6000 or via the National Relay Service (NRS) on 133 677 (TTY and voice calls)
- Message us on our website chat at [www.vincent.wa.gov.au](http://www.vincent.wa.gov.au)
- Email [mail@vincent.wa.gov.au](mailto:mail@vincent.wa.gov.au)
- Write to us at PO Box 82 Leederville 6902
- Message us on any of our social media pages.
- Interpreters are available on request for languages other than English, including AUSLAN.

<sup>1</sup> World Health Organization, International classification of functioning, disability and health. Geneva:2001, WHO. p. 214

\*This specifically relates to Australian Standards suite AS1428 which are the current applicable standards at the time of publishing.

\*\*This specifically relates to Australian Standard AS1735 which is the current standard at time of publishing

\*\*\*Web Content Accessibility Guidelines current standard is 2.1 at time of publishing and we commit to conforming with Level AA of this standard.