

Disability Access and Inclusion Plan

2012 - 2017

This Disability Access and Inclusion Plan is available in alternative formats on request.

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BACKGROUND

The City of Kwinana

The City of Kwinana is located in Perth's outer southern suburbs, between 25 and 37 kilometres south of the Perth GPO. The City's current population is approximately 30,000 people with a move to City status to occurring on the 17th of September of 2012.

The population of Kwinana is set to double in the next ten to fifteen years with population growth being fuelled by available land for housing development, affordable housing and increased accessibility to Perth City via the Kwinana Freeway and southern railway with stations at Kwinana and Wellard.

The area is made up of residential, industrial, rural and rural residential areas as well as a major retail and commercial centre in the Kwinana City Centre. The City includes one of Perth's largest employment areas in the Kwinana Industrial Area.

Function, Facilities and Services

The City of Kwinana is responsible for a range of function, facilities and services including:

Services to Property and Environment

- Provision and maintenance of roads, footpaths, cycle ways and dual use paths
- Maintenance of community buildings and facilities for sporting groups
- Maintenance of playing areas and playgrounds, reserves, parks and sports grounds
- Land drainage and development
- Waste management - collection, disposal and recycling
- Street cleaning and litter patrol
- Planting and caring for street trees
- Installation of signs and numbering of buildings and lots

Services to the Community

- Recreation centre and pool, services and programs
- Provision of playing areas and playgrounds, reserves, parks and gardens, sports grounds and facilities for sporting and community groups
- Provision of community centres, halls and pavilions
- Public library
- Information services and the City's website
- Environmental Health Services
- Accommodation for Senior
- The Zone Youth Space
- Youth development and services
- Family Day Care scheme
- Community events and cultural development

- Cultural Centre
- Volunteer Resource Centre
- Community Grants

Regulatory Services

- Planning of roads, subdivisions, City Planning Scheme
- Building investigations, approvals for construction, alterations and additions
- Compliance services for swimming pools and noise pollution
- Ranger services including dog control, parking maintenance/control and bush fire control

General Administration

- Public information service
- Lodging of complaints

People with Disabilities in the City of Kwinana

The Disability Services Commission reports that in 2003 there were 4390 people with a disability living in Kwinana,¹ with a total of 20.6 percent of the Western Australian population with a disability.² Disability Services Commission projected that as the population of Western Australia increases and ages this will be reflected in the number of people with a disability.³

The City of Kwinana has experienced significant growth from the period 2003 to 2012; the City now has over 30,000 residents and is projected to have a population of 40,000 by 2017. It is expected that there will be an increase in the number of people with a disability living in the City as a result of population growth, the aging of our current population and those who take up residency in the City.

Planning for Better Access

The Western Australian Disability Services Act requires all Local Governments to develop and implement a Disability Access and Inclusion Plan (DAIP) to ensure that people with disabilities have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the Western Australian Equal Opportunity Act and the Commonwealth Disability Discrimination ACT (DDA), both of which make discrimination on the basis of a person's disability unlawful.

Progress Since 2007

The City of Kwinana is committed to facilitating the inclusion of people with disability through access to its facilities and services. Since the adoption of the first Disability Service Plan (DSP) in 1995 the City has delivered many improvements and achievements to address the

¹ Disability Services Commission, 2003. *Profile of Disability: Perth Statistical Division City of Kwinana.*

² Disability Services Commission, 2003. *Disability in Western Australia.*

³ Disability Services Commission, 2003. *Trends and projections in disability in Western Australia.*

barriers within the community for people with disability. Some examples of these achievements over the 2007- 2012 period are;

Community Events and Celebrations

The City offers a number of events and celebrations to the community every year; each event is planned using the Accessible Events Checklist, with events promoted as being disability accessible with dedicated parking and toilets provided.

Access to buildings and facilities

The City has undertaken a remedial works program to ensure accessibility of City of Kwinana facilities, some of these works have included;

- Parmelia House - installation of an automatic door and upgrade of the toilet to ensure compliance with disability access standards.
- Koorliny Arts Centre - addition of handrails, replacement of paving to the facility to eliminate trip hazards, installation of contrast strips on stair treads and an automatic door to the courtyard.
- Kwinana Senior Citizens Centre - upgrade of the toilet to ensure compliance with disability access standards. Alterations to the disabled toilets to widen the doorway to comply with current regulations, changing the door to the back patio to allow wheelchair/gofer access, hand rails to the steps.

You're Welcome Project

The City of Kwinana is involved in the You're Welcome Project, allowing people with disability, seniors, and carers to find disability accessible community facilities and businesses in Kwinana. To date 94 facilities and locations have been assessed and placed on the aceswa.com.au website. Those businesses that have participated in the program have received a Certificate of Participation from the City to display in their premises.

Disability Access and Inclusion Advisory Group

The City facilitates a Disability Access and Inclusion Advisory Group to provide advice, feedback and assistance on a range of access and inclusion issues in the City. Members of the group include representatives from the City of Kwinana, State Government agencies, local agencies and groups and local community members. The group meets bi-monthly throughout the year.

Companion Card Program

The City participates in the Companion Card Program allowing the person who assists the customer with the Companion Card to have free entry to facilities and programs or to take part in the program in question.

ACCESS AND INCLUSION POLICY STATEMENT

ACCESS AND EQUITY

Policy # 7.6.1

The City of Kwinana aims to maintain and improve the quality of life of its residents by creating an accessible community in which information, services, facilities, programmes, decision-making processes and other activities are open and available to all residents, in an effort to provide equal opportunities, rights and responsibilities, and the equitable distribution of resources according to need.

Adopted: 14/2/1996 #547

Last amended: 27/09/2006 #519 **28/04/2010 #105**

Legal Authority Local Government Act Section 2.7 – The Role of Council

Policy:

The City of Kwinana acknowledges its leadership role in the community by demonstrating its commitment to social justice principles. (Definition of the concepts referred to in this policy are provided in Section 6).

1. Planning and Development:

Supports the inclusion of social justice principles into its strategic plan and all other planning and development processes and activities.

Supports local area needs based planning with reflected community needs and priorities.

Recognises that while some services may be provided for all residents, they may not be equally accessible if they are uniformly designed and delivered. The Council therefore supports an approach which reflects community diversity when planning for social, physical and economic infrastructure.

Recognises the need to plan and develop services in a way which counters racist, ageist, sexist and other discriminatory role stereotyping, e.g. women as carers, the aged and disabled as passive and dependent.

Recognises that certain groups in the community have specific needs and, therefore, may allocate resources according to need to reduce inequalities amongst its residents.

Supports representation of residents, reflecting community diversity in planning and development processes.

2. Participation:

Endeavours to ensure that all residents have equal opportunity to participate in Council activities and decisions that affect their lives including employment opportunities with Council.

Recognises the value of creating opportunities for all residents to participate in

Local Government elections, as voters and candidates, and in all other political processes.

Endeavours to minimise physical, attitudinal, social, economic and institutional barriers that prevent participation by individuals and groups in community life.

3. Information and Communication:

Endeavours to provide information that is accessible to members of the community which is appropriate to the culture, language and ability of residents.

Endeavours to provide information to residents about their rights and mechanisms for addressing grievances and concerns.

Supports the development of guidelines for the use of translating and interpreting services, both internal and external, to assist staff in communicating with residents.

Encourage multi-lingual and other staff to use and develop their communicating skills, in accordance with Council guidelines, to assist Council in its activities.

Endeavours to advertise Council activities in a way that allows all residents, as potential consumers, to know of their existence.

4. Community Relations:

Supports the need to promote harmonious community relations and is committed to the elimination of all forms of racism and other discrimination within its community.

Supports cultural maintenance and development as a way of enhancing personal growth, quality of life and community diversity.

Promotes self-development of its residents by creating and enhancing opportunities for independence, choice and self-determination, aimed at maintaining and improving quality of life.

5. Training and Development:

Support the training of Council representatives in developing skills and knowledge which will improve understanding of the requirements of special needs groups, and enhance service delivery.

Encourages Council representatives at all levels to be aware of community diversity and the subsequent implications for policy information, program design and service delivery.

6. Definitions:

a) Access:

Equal opportunity for all residents to participate in Council activities. This includes access to services, programs, facilities, decision-making processes

and entitlements.

- b) Equity:
Fair and equal distribution of resources (according to need), opportunities and access to decision-making processes.
- c) Participation:
Participation in decision-making about matters affecting people's lives.
- d) Rights:
Relates to the entitlement to justice of all individuals and includes freedom of assembly, speech, beliefs and information.
- e) Community Relations:
Is concerned with how people interact and relate to each other as individuals and as a community.
- f) Culture:
Ideas, beliefs, values, knowledge and experiences which influence the way in which people behave and relate.
- g) Ethnicity:
Refers to a person's racial, cultural, and/or linguistic heritage. It has become practice to refer to someone from a background other than English-speaking, although everyone has an ethnic background of some sort.
- h) 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
- Rights

NOTE: These definitions are based on definitions provided by State and Federal Government Departments and the Western Australian Local Government Association.

DEVELOPMENT OF DISABILITY ACCESS AND INCLUSION PLAN

Community and Stakeholder Engagement

An internal review of previous methods of community and stakeholder engagement and success of these methods was undertaken. It was concluded that the previous workshop/ face to face consultation had not been successful in generating high numbers of participants and therefore a high level of feedback from the community and stakeholders was not received. Typically the workshop or forum method of communication attracted approximately ten people and often this included staff and Councillors.

Discussions were undertaken with members of the Disability Access and Inclusion Working Group and representatives from Disability Services Commission who advised that the ability to attend workshops and face to face consultation for people with disability and their carers was often limited by issues surrounding mobility, access to transport and care of children and people with a disability.

It was decided that the best means of conducting the consultation was to use a survey format; this was provided in paper form and also online and was advertised as being available in alternative formats. Use of this method returned 17 responses via online survey and 3 via paper copy, with a total of twenty surveys returned by the residents of Kwinana.

Paper copies of the survey and information about the online survey was distributed to the following local agencies, requesting both their response and distribution of the surveys to their clients;

- Kwinana Early Years
- The Smith Family
- Medina Aboriginal Cultural Centre
- Kwinana Senior Citizens
- Frank Konecny Community Centre
- Kwinana Home Support Services
- Local Area Coordinator Disability Services Commission
- Koorliny Arts Centre

Paper copies of the survey and information about the online survey was distributed to the following City of Kwinana facilities requesting distribution of the surveys to their customers;

- City of Kwinana Administration Building
- City of Kwinana Library
- Recquatic Centre
- City of Kwinana Family Day Care
- Disability Access and Inclusion Working Group

Additionally the consultation was advertised through a media release to local newspapers, the City of Kwinana website, and the City of Kwinana Facebook page.

The consultation process also involved surveying staff to ascertain their level of awareness of the DAIP, and their level of access and inclusion awareness and training. 76 staff from across the many departments of the City completed the survey.

The review also took into consideration other relevant community consultation that had occurred throughout the five year period, a review of other City of Kwinana Plans and Policies and complaints and feedback that had been received in regards to disability access and inclusion.

The draft Disability Access and Inclusion plan will be provided to the public for a two week period for consideration prior to being presented to Council for adoption.

Access Barriers Identified Through Consultation

The community consultation revealed a number of recurring barriers, including;

- Accessible footpaths free of debris is an ongoing issue
- Additional public transport is needed in Wellard
- Access to bush trails is limited
- The City needs to better promote the services, activities and events available for people with disabilities.

The staff consultation revealed;

- The majority of staff consider they have a low level of understanding of Disability Access and Inclusion issues
- The majority of staff indicated they require more training in this area

Responsibility for Implementing the DAIP

Implementation of the DAIP is the responsibility of all Directorates of the City of Kwinana. The Disability Services Act (1993) requires all public authorities to take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

Communicating the Plan to Staff and People with a Disability

The City is actively seeking comment from people with a disability, residents, staff, the Disability Access and Inclusion Working Group and Councillors in regards to the draft plan. After this period the plan will be submitted for formal adoption by the Council.

The community will be informed via the local newspaper, social media and the City's website that the plan is available for comment and available in alternative formats if required.

Staff will be informed of the revised DAIP and it's location within the City's corporate record keeping system. Information about the DAIP will be provided in training sessions. Strategies will be included in the City's businesses planning software to enable staff to report their achievements.

Monitoring, Reviewing and Evaluating

The Disability Services Act requires that DAIPs be reviewed at least every five years. Whenever the DAIP is amended a copy of the amended plan must be lodged with Disability Services Commission. The plan can be updated more frequently if desired.

Each Directorate within the City will be responsible for the implementation of the DAIP and the strategies contained within it, and reporting on their achievements each year.

The Manager Recreation Services will have the responsibility for the review of the DAIP and will collect data from senior staff and provide an annual report for inclusion in the City of Kwinana Annual Report and to the Disability Services Commission. The report will outline what has been achieved under each of the outcome areas during the 12 month period.

An evaluation will occur as part of the five-yearly review of the DAIP. This will be conducted by collating the annual reports from each year and examining the achievements and shortfalls.

Reporting on the DAIP

The Disability Services Act requires the City of Kwinana to report on the implementation of its DAIP in its annual report, outlining:

- Progress towards the desired outcomes of it's DAIP
- Progress of it's agents and contractors towards meeting the six desired outcomes
- The strategies used to inform agents and contractors of it's DAIP

The City of Kwinana is also required to report on progress in the prescribed format to the Disability Services Commission annually.

STRATEGIES TO IMPROVE ACCESS AND INCLUSION

The strategies to improve access and inclusion the City of Kwinana are contained in the following Implementation Plan.

The strategies are itemised as per the six outcomes outlined by the Disability Services Commission that must be included in the DAIP, these are;

1. People with disabilities have the same opportunities as other people to access the services of, and participate in any events organised by the City of Kwinana
2. People with disabilities have the same opportunities as other people to access the buildings and other facilities of the City of Kwinana
3. People with disabilities receive information from the City of Kwinana in a format that will enable them to access the information as readily as other people are able to access it.
4. People with disabilities receive the same level and quality of service from staff of the City of Kwinana as other people receive from the staff of the City of Kwinana
5. People with disabilities have the same opportunities as other people to make complaints to the City of Kwinana
6. People with disabilities have the same opportunities as other people to participate in any public consultation conducted by the City of Kwinana.

Implementation Plan

Outcome 1: People with disabilities have the same opportunities as other people to access the services of, and participate in, any events organised by the City of Kwinana			
Strategy		Who	When
1.1	Develop Links between the DAIP and other Council plans and strategies, including departmental business plans, and implement the DAIP consistently across the organisation in line with the City's Strategic Plan	All Directors and Managers	Ongoing
1.2	Continue to provide a priority bin service for eligible people with a disability	Manager Environment Health Services	Ongoing
1.3	Design City of Kwinana events using the Disability Services Commission 'Creating Accessible Events checklist', and provide a link to the checklist on the City's webpage and Live webpage	Manager Community Development	Ongoing
1.4	Ensure all relevant City of Kwinana events, programs and services are accessible and inclusive of people with disabilities	All Staff	Ongoing
1.5	Continue to ensure the City's library provides products, resources and services for people with disabilities.	City Librarian	Ongoing
1.6	Ensure that tender and contracts documentation includes the City's Disability Access and Inclusion Plan	Manager Contracts & Tenders	Ongoing
1.7	Ensure that contractor requirements are met as per the legislation and that contractors report on their delivery of DAIP objectives and strategies during the course of the contract.	Manager Contracts & Tenders	Ongoing
1.8	Ensure that City of Kwinana staff are aware of the requirements of relevant legislation	All Directors and Managers	Ongoing
1.9	Ensure all programs run are accessible and inclusive	All Managers	Ongoing

Outcome 2: People with disabilities have the same opportunities as other people to access the buildings and other facilities of the City of Kwinana

Strategy		Who	When
2.1	Implement a program of upgrading and rebuilding to ensure all public toilets have a universally accessible toilet	Manager Building Services	Ongoing
2.2	Ensure that all Council owned buildings meet Access Standards	Manager Building Services	Ongoing
2.3	Ensure that ACROD parking meets both the required standards and the needs of people with disabilities	Manager Engineering and Facilities Services	Ongoing
2.4	Ensure all parks and recreational areas are inclusive and accessible	Manager Recreation Services	Ongoing
2.5	Ensure bushland walks and trails are inclusive and accessible	Manager Environmental	Ongoing
2.6	Ensure property developers create accessible public spaces and install accessible equipment including playgrounds in new developments	Manager Planning	Ongoing
2.7	Develop guidelines to assist property developers to achieve outcome 2.6	Manager Planning	Dec 2012
2.8	Ensure that footpaths are accessible, maintained, and kept free of debris and sand	Works Manager	Ongoing
2.9	Ensure buildings, car parks and public spaces are clearly signed	Manager Building Services	Ongoing
2.1	Ensure all Building and Planning applications meet Disability Standards and Legislative requirements	Manager Building Services and Manager Engineering and Facilities Services	Ongoing
2.11	Continue to update You're Welcome information and provide this information via the City's website	Manager Recreation Services	Ongoing
2.12	Develop an accessible playground at Wells Park	Manager Engineering and Facilities Services	Dec 2016
2.13	Provide a beach wheel chair and matting for use by the community at Kwinana Beach	Manager Recreation Services	Sep 2012 ongoing

Outcome 3: People with disabilities receive information from the City of Kwinana in a format that will enable them to access the information as readily as other people are able to access it.

Strategy		Who	When
3.1	Promote the achievement of DAIP outcomes to the community	Manager Recreation Services	Ongoing
3.2	Ensure all of the City of Kwinana information is available on request in alternative formats, promote this to the community	Manager Information and Customer Services	Ongoing
3.3	Ensure the City of Kwinana website and associated websites and social media pages meet the access and universal design principles listed on the Disability Services Commission Website	Manager of Governance and Marketing	Ongoing
3.4	Develop a register of employees who have skills that may be of assistance in providing customer service to a person with a disability (such as understanding of Auslan)	Manager Organisational Development	2013
3.5	Develop an accessible information work instruction so that all staff are aware of how to access information in alternative formats if required	Manager Information and Customer Services	2013
3.6	Ensure promotion of events, activities and services for people with disability.	All Managers	2013

Outcome 4: People with disabilities receive the same level and quality of service from employees of the City of Kwinana as other people receive.

Strategy		Who	When
4.1	Provide Access and Inclusion documentation to new employees in their induction pack	Manager Organisational Development	Sep 2012
4.2	Provide Access and Inclusion training in the formal induction process	Manger Organisational Development	Sep 2012
4.3	Provide Access and Inclusion training for all existing staff who have not received training through the induction process	Manger Organisational Development	Dec 2012
4.4	Provide additional training for staff who are identified as requiring more developed or specialist knowledge of Access and Inclusion issues	All Managers	Dec 2012
4.5	Provide Access and Inclusion documentation to new Councillors in their induction pack	Chief Executive Officer	Sep 2012
4.6	Provide Access and Inclusion training for all existing Councillors who have not received training through the induction process	Chief Executive Officer	Dec 2012

Outcome 5: People with disabilities have the same opportunities as other people to make complaints to the City of Kwinana			
Strategy		Who	When
5.1	Ensure the City's grievance and complaints policies are clear, equitable and available in accessible and alternative formats	Manager Information and Customer Services	Ongoing
5.2	Ensure customer service staff are adequately trained so they can facilitate complaints from people with a disability	Manager Information and Customer Services	Ongoing
Outcome 6: People with disabilities have the same opportunities as other people to participate in public consultations conducted by the City of Kwinana			
Strategy		Who	When
6.1	Continue to facilitate the Disability Access and Inclusion Working Group ensuring representation from the community and agencies	Manager Recreation Services	Ongoing
6.2	All community consultations to be accessible and inclusive for everyone	All Managers	Ongoing
6.3	Consult with disability organisations and networks as required	All Managers	Ongoing
6.4	Ensure meetings and forums held as part of community consultations comply with Accessible Events guidelines	All Managers	Ongoing
6.5	Ensure consultation documents are available in accessible formats	All Managers	Ongoing
6.6	Ensure all aspects of Council Meetings are accessible and inclusive	Manager of Governance and Marketing	Ongoing
6.7	Refer any access issues identified through consultations, which are not the responsibility of the City, to relevant parties	All Managers	Ongoing

This Disability Access and Inclusion plan is currently open for public comment; the City welcomes feedback from the community in relation to this draft plan.

To provide feedback or for further information please contact;

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