



## **CITY OF WANNEROO**

# **ACCESS and INCLUSION PLAN 2007-2010 (extended to March 2012)**

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## Information access

This document explains how Council will improve access to functions, facilities and services for people with disabilities provided by the City of Wanneroo in accordance with outcomes areas and standards as stated within the Western Australian Disability Services Act (1993)

## Alternative Formats

This document is also available upon request in alternative formats (eg. Large print, computer disk) by contacting City of Wanneroo Community Services on ☎ 9405 5000, Fax 9405 5697 or email to [enquiries@wanneroo.wa.gov.au](mailto:enquiries@wanneroo.wa.gov.au). The document is available on the City of Wanneroo website at [www.wanneroo.wa.gov.au/Council](http://www.wanneroo.wa.gov.au/Council) Documents

## Language Assistance

If you do not speak English but would like information about this book, please ring the Translating and Interpreting Service (TIS) on ☎ 131 450. Ask them to contact the City of Wanneroo Community Services on ☎ 9405 5000.

# 1. Foreword

The City of Wanneroo is committed to building inclusive connected communities. Our Disability Access and Inclusion Plan demonstrates how we are working with the community to ensure all people have equal access to life's opportunities in the community.

The plan is a product of extensive community consultation and outlines how the Council is encouraging the participation of all community members through practical strategies, designed to address barriers people with disabilities experience when they access our City's community services and programs.

This plan is naturally one part of an ongoing process of working with the community to create universally accessible communities for all to enjoy. We welcome your input and look forward to hearing from you.

Jon Kelly JP  
Mayor

**“We are seeking nothing less than a life surrounded by the richness and diversity of community – a collective life, an everyday life, a powerful life.”**

**John McKnight  
Beyond Community Services (1989)**

## 2. Introduction

Disability affects one third of the Western Australian population.

People with disabilities represent a significant section of the community. According to the Disability Services Commission (ABS 2004), 20.6% of the total population in Western Australia have a disability. An estimated 12.6% of the population are carers for people with disabilities and more than 1 in 3 carers themselves has a disability.

The long-term ABS view from 2006-2026 estimates substantial increases in people with disabilities, both over and under 65 years as seen in this table:

Age group	2006	2026	Overall increase %	Annual rate of increase
Aged under 65 years	297,600	351,200	18.0	0.8
Aged 65 years and over	136,700	294,800	115.7	3.9
State population	2,032,800	2,522,300	24.0	1.1

The main type of disability in Western Australia is physical disability, while other disabilities include:

- sensory (eg. someone who is blind or deaf);
- psychiatric (eg. a person with schizophrenia);
- intellectual (eg. a person with Down Syndrome);
- neurological (eg. someone who has epilepsy); and
- cognitive impairment (someone with an acquired brain injury).

People may in fact have more than one disability and experience additional access challenges, for example, if their first language is other than English.

Contrary to popular belief, the vast majority of people with a disability (or disabilities) live in the community. It is important that they have the same opportunities and choices as other people to participate in community life. Local government can play a vital role in the lives of people with disabilities, their carers and families given the broad range of services provided to their communities.

The City of Wanneroo:-

- is the fastest growing **outer suburban** local authority in Australia in 2007
- covers an area of 687.5 square kilometres
- has a population of around 118,000 people
- is in a corridor growing at a rate of over 7% annually
- employs over 800 people

The City of Wanneroo's initiatives in improving access to its services and facilities include:

- Providing a pool hoist and independent chair lift for pool entry at Aquamotion Wanneroo. There will be increased access to new facilities such as the spa and a hydrotherapy pool as part of the newly redeveloped facility in 2008.
- The Kingsway Indoor Sports Stadium provides lift access to the upper floors
- Providing a range of quality home care and centre-based services for frail aged people and younger people with disabilities and their carers;
- Modifying access routes within the local vicinity of homes upon request to meet the individual needs of residents with mobility disabilities;
- Completion of program for replacement of concrete slab footpaths with new concrete footpaths throughout the City.
- In particular circumstances making special arrangements in the delivery of City services, for example, the collection of household rubbish bins from the properties of those unable to place their bins on the verge;
- Providing vehicular access to parks on a case by case basis;
- All library branches have access to the National Relay Service - 132 544 as a method of communication with readers with a hearing impairment. This service transmits a message to deaf readers and then informs the branch what queries the reader is typing in.
- All branches are able to change the print size on screen to large print if required by readers.
- Clarkson Library has access via automatic doors; Membership desk and seated OPAC terminals are accessible by wheelchairs; Items can be issued and returned at Membership desk if needed; Disabled toilets
- Girrawheen Library has magnifying sheets and rulers available for readers use; OPAC, Internet and information desk accessible by wheelchairs
- Wanneroo Library has access via automatic doors and via lift; Magnifying sheets available for readers' use; Enquiry desk and Internet terminal at wheelchair height; Disabled toilets.
- Mobile library has a wheelchair lift available if needed; staff need to set this up
- Yanchep Library has access to building via double glass doors and wheelchairs may require assistance. Magnifying sheet is available for readers use; Disabled toilets in Foyer

- Providing literacy videos for home use by people with literacy problems, available from Girrawheen Library;
- Completing a priority works program to upgrade access at high public usage buildings and facilities;
- The development of a manual of guidelines for the design of signage at City buildings and facilities, which will meet the communication needs of people with a range of disabilities;
- Taking an active role in employing people with disabilities;
- Developing an Information Policy and guidelines to ensure that City publications and written material produced for the community is accessible for/to people with disabilities; and
- Conducting ongoing disability awareness training for staff.
- The staged development of an accessible and inclusive playground in the City.

### **3. Access and Inclusion statement**

The City of Wanneroo is committed to furthering the principles and outcomes of the Disability Services Act 1993 (amended 1994) and meeting the Standards in the Disability Services regulations 2004.

The Access and Inclusion statement of intent has been developed as a commitment by the City to enhance inclusion by providing access for people with disabilities to its services, functions and facilities. The following documents are referred to:

1. City of Wanneroo Strategic Plan 2006 – 2021
2. Wanneroo LIFEstyles Community Development Strategy 2005-2008
3. Disability Access and Inclusion Plan 2004-2006
3. Responses from the Access and Inclusion Plan Community Consultation

Council adopted the following Access and Inclusion Statement below:

*The City of Wanneroo seeks to build an inclusive community where all people are accepted and welcome, and have the opportunity to participate and contribute to the life of the community.*

*(City of Wanneroo Strategic Plan 2006-2021)*

## 4. Demographic Indicators of disability in Wanneroo

### Age

The median age of residents is 31 years.

**Income Support** Median Individual Income: \$300-\$399 per week

### Age of residents as at 2006

0-14 years	24.9%
15-29 years	21.2%
30-44 years	23.8%
45-64 years	21.2%
65 + years	8.9%
Total population 2006 – 114,302 people.	

### Household type

Number of Homes	26,870
Fully Owned	27.3%
Purchasing Rate	48.3%
Rental rate	16.9%
Same address 5 years ago	40.8%

Source: ABS Census 2001; Forecast.id, 2006

### Total persons with disabilities and total population 2003 – City of Wanneroo

0-14	15-24	25-34	35-44	45-54	55-64	Total aged 0-64	65 over	and	Males	Females	Persons (all ages)
<b>Total persons with disabilities</b>											
1,949	1,172	1,700	2,309	2,657	2,932	12,719	3,817		8,378	8,157	16,535
<b>Total Population</b>											
23,465	12,616	14,447	14,904	11,556	7,908	84,896	7,376		45,980	46,292	92,272

**Persons with disabilities by disability group (a), by sex and age group 2003 – City of Wanneroo**

Disability group	All ages			Total aged 0-64
	Males	Females	Persons	
<b>Sensory</b>	2,851	1,713	4,564	2,940
<b>Intellectual</b>	1,655	972	2,627	2,021 (b)
<b>Physical</b>	5,104	5,694	10,798	8,096
<b>Psychological</b>	1,058	1,111	2,169	1,668 (b)
<b>Head injury, stroke, or brain damage</b>	598	324	922	709 (b)
<b>Total persons with disabilities</b>	<b>8,378</b>	<b>8,157</b>	<b>16,535</b>	<b>12,719</b>
<b>Total population</b>	<b>45,980</b>	<b>46,292</b>	<b>92,272</b>	<b>84,896</b>

(a) People are counted in more than one disability group if they had multiple disabilities, which belonged to more than one group. As a result the sum of the component items will not equate to the total persons with disabilities

(b) The number of people aged 0-64 years with an intellectual disability, a psychological disability, or a head injury, stroke or brain damage are approximate estimates which assume that the age distribution of total persons with disabilities is the same as the age distribution for each of these disability groups

**Persons with disabilities by disability group (a) (b), by age group, 2003 – City of Wanneroo**

Disability group	0-24	25-44	45-64	Total aged 0-64	65 and over
Sensory	976	691	1,273	2,940	1,594
Physical	1,225	2,605	4,266	8,096	2,728
<b>Total persons with disabilities</b>	<b>3,121</b>	<b>4,009</b>	<b>5,589</b>	<b>12,719</b>	<b>3,817</b>
<b>Total population</b>	<b>36,081</b>	<b>29,351</b>	<b>19,464</b>	<b>84,896</b>	<b>7,376</b>

(a) People are counted in more than one disability group if they had multiple disabilities, which belonged to more than one group. As a result the sum of the component items will not equate to the total persons with disabilities

(b) Estimates the number of persons with disabilities by disability group by age group are not available for the intellectual, psychological or head injury, stroke or brain damage disability groups

Source: Profile of Disability, Perth Statistical Division

## **5. Relevant Legislation, Codes and Guidelines**

### **Disability Services Act 1993 (DSA)**

The Western Australia Disability services Act 1993 requires all State and Local Government authorities to implement a Access and Inclusion Plan.

The Disability Services regulations Amendments (2004) dictate how the provisions of the Act are applied to Access and Inclusion Plans, which includes:

- Standards for Access and Inclusion Plans
- Information in reports about Access and Inclusion Plans
- Publication of Access and Inclusion Plans
- Procedure for consultation by authorities.

### **Commonwealth Disability Discrimination Act 1992 (DDA)**

The DDA makes it unlawful to directly or indirectly discriminate or impose unjustifiable hardship against a person with any form of disability (ie Physical, Intellectual, Sensory, Psychiatric and Neurological). Discrimination as defined by the DDA (1992) is documented as having a broad legislative application in:

- a) work, accommodation, education, access to premises, clubs, sports; and
- b) the provision of goods, services, facilities and land; and
- c) the administration of Commonwealth laws and programs.

The DDA applies to public and private sectors and allows people to complain to Human Rights and Equal Opportunity Commission if they encounter discrimination.

It is the intention of the DDA to eliminate, as far as possible, discriminatory practices, but also to promote recognition and acceptance within the community of the fundamental rights of people with disabilities.

The DDA covers a disability which a person has now, may have in the future, had in the past or is assumed to have. The DDA also makes it unlawful to discriminate against a person on the basis that their associate (partner, carer, friend, family member or business partner) has a disability.

The DDA covers existing premises, including heritage buildings, those under construction and future premises. The definition includes not only buildings, but also anything in the built environment such as car parks, sports fields, parks, pathways and transport systems, streetscapes and playgrounds.

## **Building Code of Australia (BCA)**

The BCA references various Australian Standards and Codes to enable the achievement and maintenance of acceptable standards of structural sufficiency, safety (including safety from fire) health and amenity for the benefit of the community now and in the future.

Part D3 of the BCA (Vol 1) titled "Access for People with Disabilities) determines which types (Class) and parts of the buildings must comply with the access requirements currently referenced under the code.

## **Australian Standard (AS) 1428 – Design for Access and Mobility**

AS 1428 (parts 1-4) is an important reference standard which prescribes the basic requirements for physical access for use in planning, development and construction of all buildings and facilities. Part 1 is a mandatory requirement, as referenced under the BCA

The objective of the standard is to provide building designers and users (architects, property owners, regulators and such) with the minimum design requirements for new building work, to enable access for people with disabilities. The Australian Standard should also be used when providing improved or amended access to existing buildings and is usually used by professional access advisors as the basis for comprehensive access audits to identify access barriers across a wide range of premises.

## **6. Role of Council**

Responsibility for the Planning Process: Implementation of specific strategies within the Plan is mainly the responsibility of Business Unit Managers within each Directorate. Recognition of this responsibility should be reflected in annual business plans and budgets (where extra resources are required).

Co-ordination of the implementation of the City's Access and Inclusion Plan 2007- 2010 will be the responsibility of the Manager, Community Services.

### **Functions and Services in the City of Wanneroo**

The City provides a diverse array of functions, facilities and services, both in-house and externally contracted, some of which include:

#### **Processes of Local Government**

Governance; Elections; Council meetings (Committee and Elector Meetings)

#### **Regulatory Services:**

Ranger services; Planning Services; Building Services

**General Administration:**

Customer Service: Marketing & Promotions; Management of Human Resources, Finances, Information, Technology and Assets

**Services to Property:**

Waste Management; Building Maintenance: Transport Infrastructure: Street lighting; Streetscapes: Roads; Parks: Foreshore Management

**Service to the Community:**

Library and Heritage Services: Environmental Health Services: Leisure and Cultural Development Services: Community Services to youth, aged and people with disabilities, families: Community Safety: Public Events including Community Events and Citizenship Events: Parks and Reserves: Donations, Sponsorship and Partnerships including Community Funding grants: Advocacy and Leadership Role with government and regional groups.

**The Access and Inclusion Plan will be implemented by the staff, agents and contractors of the City of Wanneroo".**

More detailed information on the City's services is outlined in documents such as the Community Directory as well as service brochures/pamphlets and the City's Internet home page, located at [www.wanneroo.wa.gov.au](http://www.wanneroo.wa.gov.au).

Details of the vision and direction the City is taking for the future are available in the City's Strategic Plan. For more information on the Strategic Plan, please contact **the Strategic Projects team on 📞 9405 5000.**

## **7. Disability Access & Inclusion Plan 2004 –2006 Access Achievements**

This section briefly summarises some of the major achievements made by the City of Wanneroo through the implementation of the Access and Inclusion Plan 2004-2006 to reduce barriers for people living with a disability in Wanneroo.

### **Outcome 1: Existing services are adapted to meet the needs of people with a disability.**

- Refurbishment of Wanneroo Library building has incorporated design features to facilitate access – eg Disabled toilet, automatic doors, lift, path markings, and ramp from car park.
- Clarkson Library design incorporated required design features.
- Each facility development that the City undertakes, seeks to maximise accessibility within the constraints of the site and budget.
- To assist in achieving Outcome 1, staff are based at Aquamation, Kingsway Stadium and Hainsworth Centre: Increasing the availability of services is directly related to available funding, although it is recognised that low cost options can be put in place to improve accessibility.
- Meeting 1 on 1 support need is directly related to available staff and budget resources and if a person with a disability needs this level of attention, the assistance of external agencies (eg Rec Network) is sought.
- In overcoming financial constraints for people with a disability, fees are subsidised and waiver of fees option is available.
- To meet this outcome, access at Cultural Events forms a part of the event planning processes.
- Growth HaCC funding has enabled the City to set up a new respite program for young people with disabilities in the northern zone.

### **Outcome 2: Access to buildings and facilities in improved.**

- Current tender documentation process covers this where required.
- Access to Wanneroo Library has been improved: however, complaints are still received about the distance from the car park to the library entrance.
- Completed program of replacement of slab footpaths with concrete footpaths throughout the City.
- Stages 1 & 2 in development of an accessible and inclusive playground in the City have been completed.

**Outcome 3: Information about facilities and services is provided in formats that meet the communication requirements of people with disabilities.**

- The HR service unit has planning options to include recruitment packs in alternative formats, as well as including changes to the website (in 2007/08)
- Statutory requirements are met for rates notices and information is made as clear as possible
- Messages on hold and community radio provide City of Wanneroo information.
- Funding will be sought for a corporate video to overview services.
- Information on Large Print formats and software that can adapt print for people with disabilities are being explored.
- Tax help is available on audiotape.
- TIS language card and TTY information available
- Magnifying sheets are available at most libraries

**Outcome 4: Staff awareness of the needs of people with disabilities and skills in delivering advice and services are improved.**

- Better hearing cards being provided for all libraries
- Disability Awareness Training is planned for early in 2007, especially for all customer service staff and will be incorporated in the corporate induction sessions for new and existing employees.

**Outcome 5: Opportunities for people with disabilities to participate in grievance mechanisms and decision-making processes are provided and mechanisms for their resolution are in place.**

- Supports such a Hearing Loops are provided in Council Chambers for people with sensory disabilities and reports are available in special formats upon request.
- The City has a Complaints-Handling policy in place.

**Outcome 6: Opportunities for people with disabilities to participate in public consultations are in place.**

- The Wanneroo Link section of the local community newspaper promotes consultation processes on issues, public events, community and cultural events and items of interest to residents.
- The City has a community consultation policy with staff guidelines to support its implementation.

## **Outcome 7: Opportunities for people with disabilities to be employed are increased.**

- Upon request, aids have been organised through the appropriate agency
- Employment of people with disabilities is part of the City's Employer of Choice program
- The City provides health and wellbeing training including topics like depression and mental illness.
- The Employee Support program was launched in October 2006.
- Community Services has developed a disability awareness training package to be piloted early 2007 and will be providing training to all staff.
- The City has a number of people with disabilities currently on work experience.
- The City has launched a Work Life Balance Policy that applies to all staff and includes flexible work arrangements.

## **8. Development of the Access and Inclusion Plan**

Development of the Disability Access and Inclusion Plan 2004-2006 involved extensive consultations that were carried out with the community and staff to identify a range of access barriers to City services and facilities. Subsequent reviews of the Plan have also involved formal consultations with the community, elected representatives and City staff.

In 2007, this plan went through a review of progress in reducing or removing barriers against those initiatives. This review was supported by a series of actions including:

- External community meetings where staff from the City met with key stakeholders including clients of HaCC services, carers, advocates and people with disabilities and carer agencies, to also identify any existing or new barriers that may exist.
- Advertisements were placed in the local press, website information displayed and posters inviting feedback on the Plan were placed in libraries, community centre, leisure facilities
- A Staff Access Awareness Survey was undertaken early in 2007 to assess the level of knowledge and skills of staff about disability issues.
- An on-line survey of public comment was undertaken in early 2007.
- The Household Panel survey in March 2007 included questions on perception of the City's performance in meeting access and inclusion gaps.
- A quality service survey was undertaken with 215 community clients of the City's HaCC services: three (3) questions related to awareness of the City's Access and Inclusion Plan.

The results of the internal and external reviews were then married to produce a progress report of achievements and guided development of the new Access and Inclusion Plan 2007-2010. This new plan will be:

- Reviewed by DSC staff
- Reviewed by Managers
- Put out for public comment for one (1) month
- Reviewed through the Community Services Unit client groups and staff
- Reviewed by an external Community Focus Group
- Aligned with the City's Strategic Plan 2006-2021 where proposed initiatives that have direct implications for people with disabilities, can be included in the Access and Inclusion Plan.

The Access and Inclusion Plan 2007-2010 will be presented for consideration by Council at its meeting on 27 June 2007.

## **9. Community Consultation – Access and Inclusion Barriers**

This section summarises a range of barriers and strategies identified through community consultation and recent surveys to improve access and inclusion. These issues may contribute to Council's efforts to continuously improve access but will not necessarily be implemented in its core business activities during the term of the Access and Inclusion Plan 2007-2010.

### **Outcome 1: Existing services are adapted to meet the needs of people with a disability.**

- Ensure emergency evacuation procedures for people with disabilities are included in safety programs by FESA
- Review the extent and design of accessible parking
- Proactively promote access to cultural and community events.
- Inform contractors employed by the City of Wanneroo of the Access and Inclusion Plan 2007-2010.
- Continue to provide high quality HaCC funded services for people with disabilities through the Adult Day Centres programs and services for young people with disabilities
- Continue to promote the participation of people with disabilities and their carers in a wide range of community services for youth, families, frail and aged residents and other residents.
- Consider transport as a barrier in accessing services

**Outcome 2: Access to buildings and facilities is improved.**

- Continue to provide access to new and redeveloped buildings as required by the Australian Standards.

**Outcome 3: Information about facilities and services is provided in formats that meet the communication requirements of people with disabilities.**

- Investigate software and alternative formats for corporate information provided through marketing services
- In 2007, the Welcome in Wanneroo project will establish a website snapshot of the accessibility for people with impairments and disabilities of certain key areas within Wanneroo that attract a high volume of consumers, visitors and tourists.

**Outcome 4: Staff awareness of the needs of people with disabilities and skills in delivering advice and services are improved.**

- Disability awareness training (Challenging Awareness) will be piloted in early 2007 to increase skills, knowledge and awareness of City staff and volunteers and undertaken on an ongoing basis as part of the City's induction process.

**Outcome 5: Opportunities for people with disabilities to participate in grievance mechanisms and decision-making processes are provided and mechanisms for their resolution are in place.**

- Continue to promote the City's Complaints Handling Policy as a suitable mechanism for grievances.
- Promote the formation and continued support of a community advisory group to guide Council on disability access issues.

**Outcome 6: Opportunities for people with disabilities to participate in public consultations are in place.**

- Promote the Household Panel community consultation process to people with disabilities and their advocates.

**Outcome 7: Opportunities for people with disabilities to be employed are increased.**

- Continue to provide work placements for people with disabilities
- Continue to provide and promote the Employee Support Officers program.
- Provide opportunities for traineeships with the City for people with a disability

## **10. Progressing the Access and Inclusion Plan 2007-2010**

The effectiveness of achieving outcome actions within the Access and Inclusion Plan is dependent upon a holistic approach involving Council staff and support from Elected Members. All Access and Inclusion strategies are linked to internal Corporate Service planning to be implemented from 2007.

The City of Wanneroo Access and Inclusion Plan will be evaluated by:

- An annual report to the Council on implementation and achievement of the Access and inclusion Plan including the status of actions scheduled to be achieved over the seven (7) outcome areas;
- Additional initiatives which may be documented in the City's Interplan process;
- Strategies implemented by the City of Wanneroo to inform its agents and contractors of the Access and Inclusion Plan 2007-2010;
- Community consultation and feedback in the "What's Happening" newsletter and the Household Panel review process

### **Review and Monitoring**

The Manager Community Services will monitor and review progress towards achieving stated outcomes in the Access and Inclusion Plan.

A status report will be prepared every twelve months and submitted to the Disability Services Commission by 1 September of each year.

Information on the implementation of the Plan will also be included in Council's Annual Report.

### **Evaluation**

Council will be requested to endorse any status reports on the disability service planning process.

Once a year, or as required, the Manager Community Services will arrange for formal consultations with people with disabilities, their families, carers and disability organisations to provide an update on the implementation of the Plan, and to receive feedback on how well strategies are overcoming barriers for people with disabilities.

In seeking feedback, the Manager Community Services will also seek to identify any additional barriers that were not identified in the initial consultations and will amend plans, as required.

A register will be maintained of issues raised by and complaints from people with disabilities together with a record of the City's responses and the resolution of the problem.

Information updates in the local media will regularly invite people with disabilities, their families and carers to identify barriers and possible ways of overcoming the barriers.

The City will use questionnaires and forums to obtain input to the ongoing process of disability service planning.

Elected members of Council and City staff will be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.

### **Promotion**

The Access and Inclusion Plan 2007-2010 will be promoted through the corporate website, local newspapers, and the "What's Happening" newsletter which goes to every household in the City.

Key stakeholders including people with disabilities, families, carers and advocates will be advised of the availability of the Plan once it is registered with the DSC. Copies in alternative formats will be made available at Customer Service points throughout the City and copies will be placed in each of the City Libraries for reference.

## **11. Conclusion**

The Access and Inclusion Plan 2007-2010 has been developed as a strategic means for the City of Wanneroo to achieve equity of access to Council facilities, function and services for all people with disabilities, their families and carers.

The City of Wanneroo recognises that community feedback and ongoing monitoring is imperative to assist Council to reach its goal and will encourage comment from people with disabilities, advocates, carers, agencies and community members in a variety of ways.

**SECTION B**

**City of Wanneroo Access and Inclusion Plan  
2007 - 2010**

## Outcome 1

**Existing functions, facilities and services are adapted to meet the needs of people with disabilities**

### Objective

**People with disabilities have the same opportunities as other people to access the services of, and events organised by, the City of Wanneroo**

Task	Action	Responsibility	Collaborative partnership	Implementation (Year)		
				07/08	08/09	09/10
1.1	Review policies and procedures and make recommendations to incorporate access where appropriate	MCS		✓	✓	✓
1.2	ACROD BAYS: <ul style="list-style-type: none"> <li>• Conduct an audit of all ACROD bays within the City of Wanneroo and assess signage and access issues and the level of the bays.</li> <li>• Promote the management and control of ACROD bays by Ranger Services.</li> <li>• Liaise with ACROD regarding other strategies to deter misuse of bays by general community</li> </ul>	MR & SS			✓	✓
1.3	Continue to investigate additional design features and services to facilitate access to library services	ML & HS	DSC	✓	✓	✓
1.4	Advertise in libraries for people to notify staff of additional requirements to access library services.	ML & HS		✓		

1.5	Participate in the development of consultation and promotional strategies for all services and facilities.			✓	✓	✓
1.6	Advertise within Recreation Centres for people to notify staff of their requirements to access facilities and programs.	ML&CD		✓	✓	✓
1.7	Liaise with disability organisations and sport and recreation associations to develop ongoing access strategies eg. WA Disabled Sports Association especially where there are limitations in Leisure Services staffing levels to meet intensive 1:1 support needs.	ML&CD	WADSA Rec. Sport network	✓	✓	✓
1.8	Build specialised skills of staff member/s regarding access to leisure services for people with disabilities, including in-house training	ML&CD/MHR		✓		
1.9	Participate in the development of an ongoing community education campaign eg. articles in Council newsletter and local newspaper.	MCS		✓	✓	✓
1.10	Seek funding for new initiatives that increase access and partnership programs with local disability service providers in community and leisure centres.	MCS/ML & CD		✓	✓	✓
1.11	Events will be planned and promoted to actively encourage the involvement of people with disabilities: provision for access needs will be directly publicised at cultural and community events	ML & CD		✓	✓	✓
1.12	Consider financial constraints of people on disability pensions when reviewing pricing policy for leisure programs eg waiver of fees, existing subsidised usage policy.	ML&CD		✓	✓	✓

1.13	Implement and promote Welcome in Wanneroo project to local business owners from 2007 onwards	MCS	Business Assoc	✓	✓	✓
1.14	Build on staff knowledge and skills in servicing younger people with disabilities, as necessary.	MCS		✓	✓	✓
1.15	Continue to examine innovative and flexible ways of delivering services to meet the diverse needs of people with disabilities and family carers.	MCS	DSC-HaCC	✓	✓	✓
1.16	Canvassing of other available support services in City information through the Community Information Database	MCS	Disability services, LACs		✓	
1.17	Assess feasibility of Companion Card scheme and implement if viable.	MCS/ML&CD		✓		
1.18	Maintain a register of people who have difficulty moving their rubbish bin and provide weekly assistance when needed.	MW&F		✓	✓	✓
1.19	Publicise ongoing availability of alternative waste collection service for people with disabilities, particularly those with mobility disabilities.	MW&F		✓	✓	✓
1.20	Advocate to FESA for emergency evacuation procedures for people with disabilities to be included in safety programs	MR&SS	FESA	✓		
1.21	Inform contractors employed by the City of the Access and Inclusion Plan 2007-2010.	MIPProjects	DSC		✓	
1.22	Promote redeveloped Aquamotion facility to schools and disability service providers in 2008/09	ML&CD			✓	
1.23	Advocate for the development of an information pack to promote personal safety in public eg at ATMs, and disseminate to local disability service providers.	MR&SS	DSC	✓		

## Outcome 2

### Access to buildings and facilities is improved

#### Objective

#### Council to ensure that buildings and facilities are accessible

Note: The City of Wanneroo will implement an Asset Management system in 2008/09: AM denotes Asset Manager responsibility from that time

Task	Action	Responsibility	Collaborative partnership	Implementation (Year)		
				07/08	08/09	09/10
2.1	Buildings and facilities managers to identify works projects to improve access, based on identified need, for incorporation into new capital works program eg consideration of lowered toilets for self-transfers and use of sliding doors.	MIPlanning (AM)		✓	✓	✓
2.2	Ensure ongoing maintenance works are completed in accordance with relevant Australian Standards on access, where applicable.	MIM (AM)		✓	✓	✓
2.3	Annual maintenance inspections to include access audits of existing buildings and facilities eg consideration of lowered toilets for self-transfers and use of sliding doors	MiM (AM)		✓	✓	✓
2.4	Implement the formation of Disability Access Advisory Group to consider access issues, to provide advice to Council at a strategic level.	MCS		✓		
2.5	Participate in the development of promotional strategies regarding accessible buildings and facilities, eg via City 's Home Page, Access Maps.	MCS/MMS (AM)			✓	

2.6	Monitor complaints/comments from the community regarding access to particular buildings or facilities.	Gov/CS		✓	✓	✓
2.7	Consult and monitor access needs of residents with disabilities, carers and disability organisations in relation to park facilities, including play equipment.	MIPlanning (AM)		✓	✓	✓
2.8	Undertake ongoing research into accessible parks and playgrounds concurrently.	MIPlanning (AM)		✓	✓	✓
2.9	Continue to ensure that access requirements for people with disabilities, eg. access standards/guidelines, are written into tenders and contracts, where applicable, with an audit of documentation to ensure accessibility requirements are met.	MC&P		✓	✓	✓
2.10	Continue to liaise with developers and promote enhanced standards for design of kerbs and footpaths.	MIPlanning		✓	✓	✓
2.11	Continue to respond to requests on a case-by-case basis, to modify access routes for people with mobility problems within the vicinity of their homes, subject to design and budget constraints.	MIM		✓	✓	✓
2.12	Liaise with developers to promote issues of access to buildings and facilities eg provide written information with development applications on changes in access requirements and key resources in access provision.	MIPlanning		✓	✓	✓

2.13	Reference be made to the provision of access for people with disabilities within the City's planning documents such as the District Planning Scheme, Planning Policies, Structure Plans and Management Plans.	Planning		✓	✓	✓
2.14	Examine incentives or performance measures to be satisfied where density bonuses are being sought.	Planning		✓	✓	✓
2.15	Produce a "minimum standards" document that places conditions on new developments as the developer's responsibility. Examples may include requirement for footpaths on both sides of the road and enhanced lighting	Planning		✓	✓	✓
2.16	Investigate the feasibility of providing a beach wheelchair to enable children or adults with a disability to access the beach.			✓		

### Outcome 3

**Information about functions, facilities and services is provided in formats which will meet the communication requirements of people with disabilities**

#### Objective

**All information about Council functions, facilities and services to use clear, concise language and to be made available in accessible formats**

Task	Action	Responsibility	Collaborative partnership	Implementation (Year)		
				07/08	08/09	09/10
3.1	Implement City Information Policy and referenced best practice guidelines, which will ensure public information provided by the City is user-friendly and accessible to all residents. This would cover issues such as: <ul style="list-style-type: none"> <li>• Ensuring information is in plain English;</li> <li>• Ensuring information is clear and easy to read;</li> <li>• Publicising and making information available in alternative formats, upon request;</li> <li>• Providing access to information through alternative media (eg Twin Cities radio).</li> <li>• Investigate alternatives to the existing formats to take account of information processing difficulties.</li> </ul>	MMS	AIM training services "Plain English Society"	✓	✓	✓

3.2	Ensure staff are trained to use TTY National Relay Service and monitor demand for Council TTY.	Gov/CS		✓	✓	✓
3.3	Examine the use of SMS as an alternative to TTY	MCS			✓	
3.4	Provide regular updates on access initiatives in Council newsletter, home page, local newspaper, and local radio and disability newsletters.	MCS/MMS		✓	✓	✓
3.5	City publications and home page to include reference to how the City supports people with disabilities to access Council, its services and facilities.	MMS/MCS		✓	✓	✓

## Outcome 4

**Staff awareness of the needs of people with disabilities and skills in delivering advice and services are improved**

### Objective

**Council officers to be equipped with information and skills to enable them to appropriately provide advice and services to people with disabilities**

Task	Action	Responsibility	Collaborative partnership	Implementation (Year)		
				07/08	08/09	09/10
4.1	Provide staff training in the following areas: <ul style="list-style-type: none"> <li>• Provide briefing session on new Access &amp; Inclusion Plan and Anti Discrimination Legislation to Directors/ Business Unit Managers;</li> <li>• Make all new staff aware of the City's Access and Inclusion Plan through the induction program;</li> <li>• Provide disability awareness training for public contact staff; and build specialised knowledge and skills of staff members as required, eg Leisure Services, Community Services, Design or Approvals staff.</li> </ul>	MHR		✓	✓	✓
4.2	Better Hearing cards to be made available at all public counters.	CS		✓	✓	✓

4.3	Promote staff commitment to and ownership of the Access and Inclusion Plan through Ongoing inclusion of access achievements in staff newsletter.	MCS/MMS		✓	✓	✓
4.4	Minimum quarterly feature in staff newsletter to promote ongoing access achievements by staff	MMS/MCS		✓	✓	✓

## Outcome 5

**Opportunities for people with disabilities to participate in grievance mechanisms and decision making processes are provided and mechanisms for their resolution are in place**

### Objective

**People with disabilities to have opportunities to participate in decision-making processes and complaint mechanisms as advertised and promoted by the City.**

Task	Action	Responsibility	Collaborative partnership	Implementation (Year)		
				07/08	08/09	09/10
5.1	Foster opportunities for people with disabilities to provide advice to the City on access issues, as required eg people with disabilities can comment on design of new facilities	MCS		✓	✓	✓
5.2	Promotion of how people with disabilities, language other than English, can participate in Council meetings, using local media, local disability network and community radio to publicise its meetings	Gov		✓	✓	✓
5.3	Electoral information will include contact details for those requiring extra assistance to vote and will be provided in alternative formats upon request.	Gov		✓	✓	✓
5.4	Ensure full access to the City's Complaints handling Procedures by people with disabilities and publicise widely.	CS		✓	✓	✓

5.5	A register will be maintained of issues raised by and complaints from people with disabilities together with a record of the City's responses and the resolution of the problem.	Gov		✓	✓	✓
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## Outcome 6

**Opportunities for people with disabilities to participate in consultation processes are provided**

### Objective

**People with disabilities to have opportunities to participate in consultations as advertised by the City**

Task	Action	Responsibility	Collaborative partnership	Implementation (Year)		
				07/08	08/09	09/10
6.1	Ensure access guidelines for people with disabilities are included in Community Consultation and Participation Plan, developed as per the City's Strategic Plan.	Gov		✓		
6.2	Foster opportunities for people with disabilities to provide advice to the City on access issues, as required eg people with disabilities can comment on design of new facilities	MCS		✓	✓	✓
6.3	Attend regional network of disability service providers to consult on access issues.	MCS		✓	✓	✓
6.4	Promotion of how people with disabilities, language other than English, can participate in Council meetings, using local media, local disability network and community radio to publicise its meetings	Gov		✓	✓	✓
6.5	Electoral information will include contact details for those requiring extra assistance to vote and will be provided in alternative formats upon request.	Gov		✓	✓	✓

6.6	Promote the Household Panel community consultation process to people with disabilities, carers and advocates.	MSP		✓	✓	✓
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## Outcome 7

### Opportunities for people with disabilities to be employed are increased

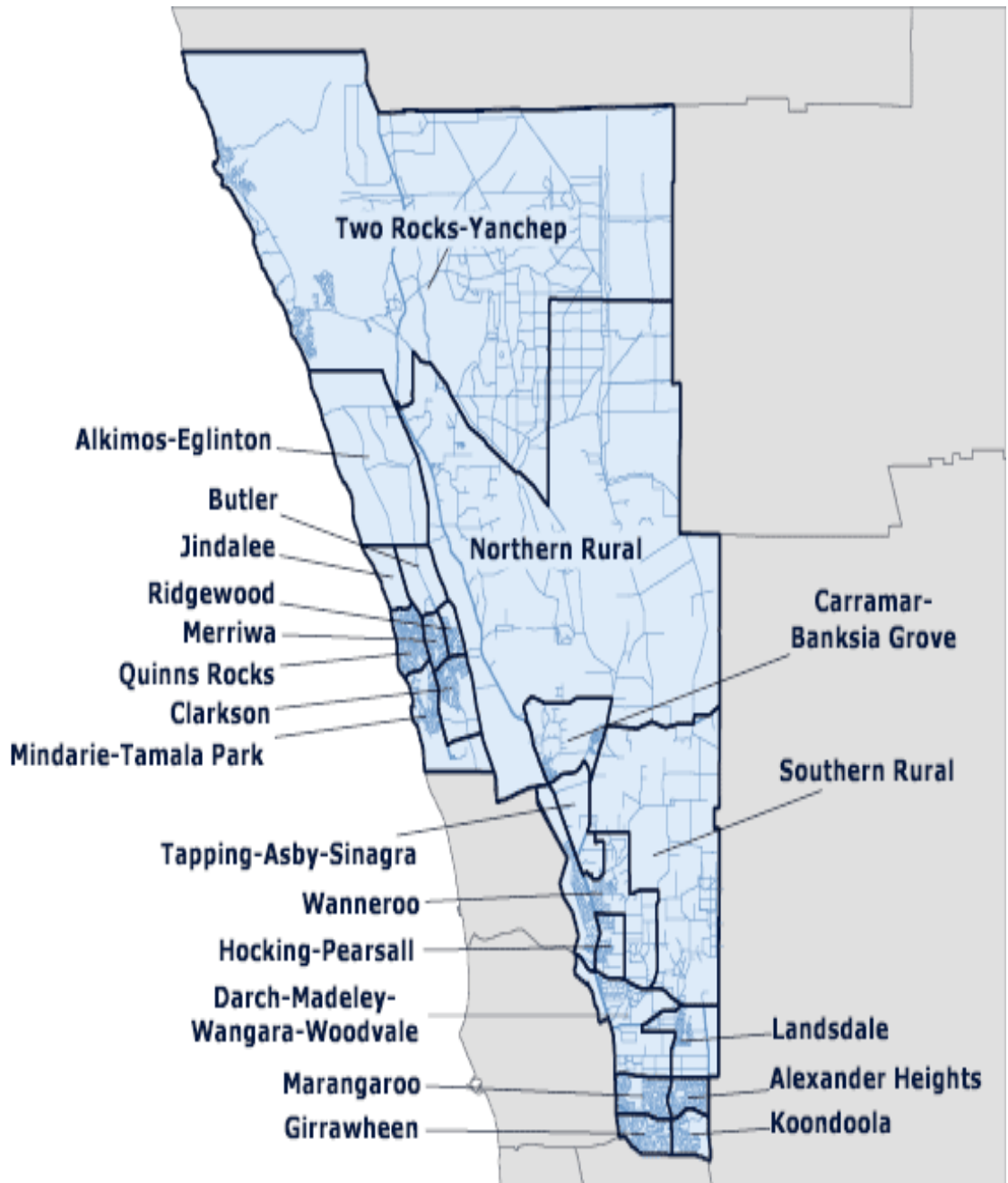
#### Objective

Provide and maintain equal employment opportunities for people with disabilities

Task	Action	Responsibility	Collaborative partnership	Implementation (Year)		
				07/08	08/09	09/10
7.1	Provide briefing session to Business Unit Managers on opportunities and benefits of employing people with a disability.	MHR		✓	✓	✓
7.2	Ensure essential selection criteria relates only to duties that are inherent requirements of the job.	MHR		✓	✓	✓
7.3	Provide work experience opportunities for people with disabilities	MHR		✓	✓	✓
7.4	Examine viability of providing traineeships for people with a disability, on an annual basis.	MHR		✓	✓	✓
7.5	Inform specialist employment agencies and consumer organisations about upcoming job vacancies via 'Employability' web site.	MHR		✓	✓	✓
7.6	Interview and selection procedures may not be supportive of people with disabilities: provide guidelines/training to staff involved in recruitment and selection to ensure such procedures do not discriminate against people with disabilities (including medical examinations).	MHR		✓	✓	✓

7.7	Provide flexible working arrangements and conditions of employment, as necessary.	MHR		✓	✓	✓
7.8	Ensure new employees with a disability receive appropriate staff induction and orientation and provide workplace mentor, if appropriate.	MHR		✓	✓	✓
7.9	Ensure staff with disabilities have access to training and development and promotion opportunities	MHR		✓	✓	✓
7.10	Undertake training of supervisors and co-workers in working with people who have disabilities if appropriate.	MHR/MCS		✓	✓	✓
7.11	Provide 'reasonable adjustment' including altering access to the work place, the design of the work place and the provision of equipment or aids.	MHR		✓	✓	✓
7.12	Use services of specialist employment agencies for support and advice if necessary eg. due to changes in job tasks for employee with a disability.	MHR		✓	✓	✓

## Appendix A: Map of the City of Wanneroo



## **Appendix B: Policy CS3# Access to Information and Services for People with Disabilities and Their Family and Carers**

This policy is being reviewed and will be available upon completion of this process. It is currently available for viewing on the City website at [www.wanneroo.wa.gov.au](http://www.wanneroo.wa.gov.au) or a copy can be requested by phoning Community services on Tel 9405 5600.

## Appendix C: Glossary of Terms and List of Acronyms

### Glossary of Terms

Alternative formats	The City, upon request will make the documentation available in a range of formats including: Computer discs or e-mail attachments of the information, which can then be enlarged on a computer screen; enlarged documents in 18 point font or higher if required; enlarged photocopies of documents; audio cassettes of information; Braille copies of information including tactual graphics.
Australian Standard	Various Australian Standards set out requirements that must be referred to when making decisions that impact on people with disabilities. Eg Australian Standard 1428 – Design for Access and Mobility.
Definitions of disability	The Commonwealth Discrimination Act 1992 provides protection for everyone in Australia against discrimination based on disability. The definition of “disability” in the DDA is as broad as possible and includes: Physical, Intellectual, Psychiatric, Sensory, Neurological, and Learning Disabilities as well as Physical Disfigurement and the presence in the body of disease-causing organisms.
Discrimination	Differential treatment or practice either intentional or otherwise that can occur through action, policy, procedure or practice
HaCC	Home and Community Care (funding)
Impairment	Any disturbance or interference with the normal structure and functioning of the body including the systems of mental function, (World Health Organisation). This may or may not be a disability, for example high blood pressure is an impairment but not a disability.
Tactile Ground Surface Indicator (TGSi)	A tile with raised projections to indicate either danger or a change in level, or to act as a directional guide to people with vision impairment.
Universal Access	Means that a person with a disability is, without assistance, able to approach, enter, pass to and from and make use of an area and its facilities.
Universal design	Product, environment, building design and construction that aims to accommodate the functional needs of everyone; including children, adults, and older adults with or without disabilities. The word universal is often seen coupled to specific design environments or products such as universal kitchen design or universal bathroom design.
Interplan	The City of Wanneroo Strategic Planning software tool
Household Panel	Representative group of residents that are regularly surveyed on their perceptions and feedback on the performance of the City in designated areas.

### List of Acronyms

ABS	Australian Bureau of Statistics
ACROD	Australian Council for rehabilitation of Disabled
AIP	Access and Inclusion Plan
BCA	Building Code of Australia
The City	City of Wanneroo
DAFG	Disability Access Focus Group
DDA	Disability Discrimination Act (1992)
DSC	Disability Services Commission of Western Australia
EEO	Equal Employment Opportunities
HREOC	Human Rights and Equal Opportunity Commission
KPI	Strategic Plan Key Performance Indicator
LAC	Disability Services Commission Local Area Coordinator
HP	Household Panel of the City of Wanneroo

### List of Acronyms (Responsibility)

CEO	Chief Executive Officer
DAFG	Disability Access Focus Group
FC	Function Coordinator
MIT	Manager Information Technology
MR&SS	Manager Ranger & Safety Services
MCS	Manager Community Services
MHR	Manager Human Resources
ML&CD	Manager Leisure & Cultural Development
ML&HS	Manager Library & Heritage Services
MMS	Manager Marketing Services
MIPProjects	Manager Infrastructure Projects
MIPlanning	Manager Infrastructure Planning
MIM	Manager Infrastructure Maintenance
MSP	Manager Strategic Projects
MW&F	Manager Waste & Fleet Services
Gov	Governance
CS	Customer Service

## **APPENDIX D: Disability Access Advisory Group**

This is a representative group of people with disabilities, advocates, community residents and interested individuals who are periodically invited to comment on access issues within the City.

## Appendix E : Key Contact Service Providers

Service provider	Telephone	Fax	Email
ACROD – National Industry Association for Disability Services	9242 5544	9242 5044	acrodwa@acrod.org.au
Association for the Blind Disability Services Commission	9311 8202 9426 9200	9361 8696 9226 2306	mailbox@abwa.afn.au access@dsc.wa.gov.au
People with Disabilities(WA) Inc	9386 6477	9386 6705	info@pwdwa.org
Human Rights & Equal Opportunity Commission	13—369 711		complaintsinfo@humanrights.gov.au
Sussex St Community Law Service	9470 2676	9470 1805	sscls@sscls.asn.au
Independent Living Centre	9381 0608	9381 0611	enquiries@ilc.com.au
Advocare	9221 8599		
DADAA			
Valued Independent People			
City of Wanneroo	9405 5000	9405 5697	<a href="mailto:enquiries@wanneroo.wa.gov.au">enquiries@wanneroo.wa.gov.au</a>
Volunteer Taskforce (Wanneroo Base)	9206 1344		
Carer Advisor / Diverse Cultures - Carers WA	9202 8620		
HTTB HACC transport	<u>Admin</u> 9309 8180 <u>Transport</u> 9309 8100 9309 8109		
Dept. Veterans Home Care	9379 1944		
Commonwealth Carer Respite Centre	1800 059 059		
Silver Chain	9242 0242	9405 3915	
Health Consumers Council	1800 620 780		
Alzheimers WA	9388 2800		
LAC – Girrawheen	9343 5627		
LAC – Wanneroo	9309 6739		
LAC – Marangaroo/Alex. Heights	9309 6731		
LAC – Quinns Rock	9300 5961		
ACTIV (North Zone/ Wanneroo)	9387 0427		
Adult Migration Educ. Svce.	9229 3600		
Aged Care Services	9329 1600		
Mobility For U	9358 3788		

Anglican Homes (Head Office)	9344 9200	9345 4020	
Aust. Hearing	9275 5077		
Belgrade Village	9306 3666		
Care a Lot	9386 5266	9386 5277	
Carers WA	9444 5922		
CATA Disabled Group	9448 8804		
Commonwealth Dept Health & Ageing	93465248		
Dept. Veterans Affairs	9366 8222		
DO CARE	9339 8955		
Translating & Interpreting Services (TIS)	13 14 50	1300 654 151	
Glengarry Hospital	94470111	9243 0577	
Joondalup Health Campus	9400 9400		
Neurological Council	9346 7533		
North Metro Health	9346 8000		
HACC Central Office	9222 4134		
HACC Non Govt Funding Unit	9346 4433		
Head Injury Society (Head West)	9330 6370		
Mercy Aged Care	9442 3498		
Mofflyn (Now Uniting Care west)	9458 5333		
Stanhope Nursing	1800 625 887		
St. Basils	9201 9655 0414 715 170	9201 9644	
Southern Cross WA Aged Care	1300 669 189	9282 9999 9314 2499	
Royal Perth Hospital ACAT	9224 2244 9224 2099		
Sir Charles Gardner Hospital Patient Enquiries	9346 3333	9346 4966 9346 4444	
Young People With Disabilities (The Heights Community House)	9247 5507		
Australian Asian Association of WA	9328 7688 or 9328 3435		
St. Vincent De Paul.	9475 5400	9475 5499	

*Note: These contact details are correct as at May 2007.*

## **Appendix F: Community Consultation**

The City of Wanneroo will make the Access and Inclusion Plan 2007-2010 available on the City's website at [www.wanneroo.wa.gov.au](http://www.wanneroo.wa.gov.au) under Community Services.

The City of Wanneroo will promote the Plan and seek feedback annually using:

- "What's Happening" community newsletter
- "Wanneroo Link" advertisement in the local community newspaper
- the Household Panel survey

The Disability Access Advisory Group will be invited to comment on issues of disability access and inclusion and guide the City in its decisions on these issues.

## Appendix G: Feedback Form

**I/We believe the following situations cause difficulties with access and/or inclusion within the City of Wanneroo:**

Situation:

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Reason for Difficulty:

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**I/We would like to commend the City of Wanneroo on the following action initiative:**

Action:

---

---

What is good about the initiative?

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If you would like a response to your feedback, please provide details below:

Name:..... Date:.....

Address: .....

.....

Email:.....

Telephone:

.....

***Thank you for completing the Feedback Form.***

Please return the completed form to the following address:  
City of Wanneroo, Locked Bag 1, WANNEROO WA 6946

Or return to your local library, marked attention of **Community Services**