

**Access to Information & Services for People with Disabilities and their Family and Carers**

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**Policy Owner:** Community Development

**Distribution:** All employees

**Implementation:** 1 July 1999; Review date extended Council Meeting 26 April 2005 Item GS04-04/05. Reviewed 27 June 2007 - CD02-06/07

**Scheduled Review:** November 2009

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**Objective**

To provide equity of access to the full range of information and services provided for the Community by the City.

**Statement**

The City of Wanneroo is committed to ensuring that information and services of the community and City is accessible to all people including people with disabilities, their families and carers.

The City of Wanneroo interprets an accessible community as one in which all Council facilities, programs and services (both in house and contracted) are available to people with disabilities, providing them with the same opportunities, rights and responsibilities enjoyed by other people in the community.

Council recognises that people with disabilities are valued members of the community with the same fundamental rights as all residents of the City of Wanneroo to participate in and contribute to local community life.

To achieve a more accessible community the City of Wanneroo is committed to active consultation with people with disabilities, their families and carers and where required disability organisations to identify access barriers and appropriate solutions or responses.

Council will also seek to raise general community awareness regarding access issues in order to facilitate the integration of people with disabilities into all aspects of life in the community.

The Access Policy aims to further the principles of the Western Australian Disability Services Act (1993) and the Commonwealth Disability Discrimination Act (1992).

**Communication**

Council information policies or strategies developed will have reference to this Policy.

This policy will work in conjunction with ‘best practice’ guidelines (to be developed by the City) which can be consulted to ensure that community information provided by the City will be accessible to all residents.

Council will assess individual needs and use alternative communication strategies, as appropriate, and within available resources, where possible to enable people with a disability to access its community information.

Council will monitor the demand for additional communication methods/technologies eg. Telephone Typewriter service.

Council will monitor developments in communication technology and electronic media, and their applications in order to continually improve access to, and the accessibility of, its information for people with disabilities.

Within the annual budget process, Council will consider the allocation of funds for production and distribution of information to people with disabilities.

Council will develop staff skills in the provision of information in formats or forms which meet the communication requirements of individuals with a disability, on a timely basis.

### ***Services & Facilities***

Every effort will be made to ensure that any person who lives or works in, or visits the City of Wanneroo will not be denied access to any Council facility, program or service on the basis of personal disability.

All new facilities operated by Council will be designed to be accessible to people with different types of disability.

Existing facilities operated by Council will, as far as possible, be progressively modified to optimise their accessibility.

Programs and services provided by Council will have operating guidelines which optimise their availability to people with disabilities.

Council staff will be provided with training to raise awareness of disability issues and increase skills in responding to the needs of people with disabilities.

### ***Infrastructure***

Council will ensure that the needs of people with disabilities are taken into account in the design of all proposed developments involving public access, in accordance with the relevant legislation.

Council will inform developers of their changing responsibilities in relation to the access requirements of Commonwealth disability discrimination legislation. The City will inform contractors employed by the City of the Access and Inclusion Plan 2007-2010.

Council will ensure that building regulations and standards relating to access for people with disabilities are promoted and enforced.

Council will encourage local businesses and organisations to make their facilities, products and services as accessible as possible for people with disabilities.

Council will promote community awareness of people with disabilities as part of the diverse community of the City of Wanneroo with the same rights as any other resident.

Council will ensure that all strategic policy and planning documents are consistent with Council's policy on access.

### ***Definitions***

***Disability*** The loss or reduction of functional ability and activity that is consequent upon impairment. Disabilities can be sensory, neurological, physical, intellectual, cognitive or psychiatric and people can have more than one type of disability.

***Access*** The absence of environmental and/or social barriers to the full participation in their community of people with disabilities.

### **Responsibility for Implementation**

All Directors and Managers