Town of Victoria Park

Access & Inclusion Plan

2022 – 2027

WE'RE OPEN VIC PARK

Acknowledgement of Country

Ngany kaaditj Noongar moort keny kaadak nidja Wadjak Noongar boodja. Ngany kaaditj nidja Noongar birdiya – koora, ye-ye, boorda, baalapiny moorditj Noongar kaadijtin, moort, wer boodja ye-ye.

We acknowledge the traditional custodians of this land and respect past, present and emerging leaders, their continuing cultural heritage, beliefs and relationship with the land, which continues to be important today.

The Town of Victoria Park recognises the Whadjuk Noongar people as the traditional custodians of the greater Victoria Park area. Its Noongar name is MINDEERA and to the Whadjuk people, MINDEERA is a place that has strong social, spiritual, cultural and historic significance.

Special thanks

We would like to acknowledge the contributions of the Town's Access and Inclusion Advisory Group and all participants who assisted in the co-design of this new plan. Without your input, this would not have been possible.

Alternate Formats

This plan is available in alternative languages and formats on request. For further information please contact the Community Development Officer (Inclusion) on 9311 8111.

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Message from the Mayor

To be completed after being presented for final Council endorsement

Introduction

The Disability Services Act 1993, amended 2004 (the Act) requires all local governments to develop and implement a Disability Access Inclusion Plan (DAIP) every five years.

In recent years, there has been a trend toward renaming DAIPs to Access Inclusion Plans (AIPs). This reflects that access and inclusion is about the inclusion of all abilities, and diverse communities represented in the Town.

Community members with disability, their families and carers have the same rights as other people to access services, facilities and programs. These rights are protected within international, national and state legislation, making it unlawful to discriminate against a person with disability.

The Access and Inclusion Plan for 2022 – 2027 ensures the community's access and inclusion needs are supported and implemented through the Town's Strategic Community Plan (SPC) and subsequent action plans, including the Town's Place Plans.

In developing this plan, the Town has addressed the state mandated outcome areas. These are:

Outcome 1 – Services and Events

People with disability have the same opportunities as other people to access the services and any events organised by local government.

Outcome 2 – Buildings and Facilities – Buildings and Facilities

People with disability have the same opportunities as other people to access the buildings and other facilities provided by local government.

Outcome 3 - Information

People with disability receive information from local government in a format that will enable them to access the information as readily as other people in the community.

Outcome 4 – Quality Customer Services

People with disability receive the same level and quality of customer service from local government as other people in the community.

Outcome 5 - Complaints

People with disability have the same opportunities as other people in the community to raise issues and concerns to local government.

Outcome 6 – Public Consultation

People with disability have the same opportunities as other people in the community to participate in local government public consultation and engagement projects.

Outcome 7 - Employment

People with disability have the same opportunities as other people to obtain and maintain employment in local government.

What does Disability, Access and Inclusion mean?

Disability

A disability is any continuing condition that restricts everyday activities and can affect a person's capacity to function independently, to communicate, interact with others or learn.

The degree and type of disability varies with individual circumstances and can be:

- Sensory - affecting vision and/or hearing.
- Neurological - affecting a person's ability to control their movements, for example, cerebral palsy.
- Physical - affecting mobility and/or a person's ability to use their upper or lower body.
- Intellectual - affecting a person's judgement, ability to learn and communicate.
- Cognitive - affecting a person's thought processes, personality and memory resulting, for example, from an injury to the brain.
- Psychiatric - affecting a person's emotions, thought processes and behaviour, for example, schizophrenia or manic depression.

According to the most recent data available from the Department for Communities (2017), the following disability ratios have been identified within Western Australia:

- Physical disability (73%).
- Intellectual/psychiatric (17%).
- Sensory (10%).

People may also have more than one disability and therefore face additional disadvantages. COVID-19 has also restricted access to some community services, facilities and programs, impacting on the mental health of people ~~living~~ with disability and the wider community.

Access

Access refers to the ability of all people, including people with disability and their carers, to move around the built and natural environment. This includes buildings, recreation and leisure facilities, parks, footpaths, community services, events, shops and other services.

This also includes access to information, and the opportunity to participate in the Town's community engagement and employment opportunities.

Inclusion

Inclusion means actively including and encouraging everyone with all abilities; including people with diverse abilities to participate in all aspects of community life and opportunities.

Why Have an Access and Inclusion Plan?

There are many groups in the community who experience accessibility and inclusion challenges, and the following are reflected in this plan:

- People with disability and their carers
- Elderly people
- Parents with infants, young children and prams
- Aboriginal and Torres Strait Islander people
- People experiencing mental health
- People with physical impairments, injuries and disability
- People from diverse cultural backgrounds with English as a second language
- People with temporary injuries

The AIP is used by the Town of Victoria Park to:

- Define priorities, and short and long-term goals and actions
- Prioritise budget and resource allocations
- Focus the shape of the Town in terms of land use, infrastructure, service and asset management, operations and planning
- Inform workforce planning
- Inform other key strategies and plans such as the Local Planning Strategy
- Inform the Town's position on issues
- Provide context for staff reports to Council, communications and events
- Collect and evaluate performance measures

Access and Inclusion Advisory Group

The Town of Victoria Park has an 18 member Access and Inclusion and Advisory Group that have been actively involved in the development of the Access and Inclusion Plan 2022 –2027. This group meets regularly to provide advice on:

- Implementing the Access and Inclusion Plan
- Improving accessibility and inclusion elements through various community development projects, special events, and programs, as well as works on Town owned / managed buildings and facilities.

Progress Since 2017

A detailed review of the Town's DAIP 2017 – 2022 identified progress against 31 deliverables, with over 90% of actions completed, or ongoing. Some highlights include:

Outcome 1 – Services and Events

- The Town's Event Organisation Manual continues to be used by all staff to ensure accessible and inclusive community events, workshops and meetings.
- The Town's Library Services provides books in large print, languages other than English, audio collections, including online resources for all ages and a home delivery service.
- Celebration of International Day of People with Disability occurs each year with a variety of special activities, events and programs.

Outcome 2 - Buildings and Facilities

- The Town delivers regular disability awareness training to staff, including a project involving a tour of key staff in wheelchairs on the Albany Highway Café Strip.
- Annual delivery of infrastructure improvements for increased physical access to various buildings, footpaths, pedestrian crossings, public toilets and ACROD bays.
- Staff continue to work proactively with local businesses to ensure premises are accessible and inclusive to all community members.

Outcome 3 – Information

- Regular review of the Town's Corporate and External Style Guides to incorporate accessibility standards and alternative formats on request.
- The Town's Events team developed new event signage and a marquee that reflects universal design.
- Digital Access Seminars hosted by Visibility WA for Town staff to gain a greater understanding of assistive technologies and how these can be used.

Outcome 4 – Quality Customer Service

- A Town Internal Diversity and Inclusion Working Group was established, to break down barriers faced in the workplace by people living with disability.
- An Access Skills and Multicultural Register was developed, listing staff who are able to speak other languages, support people living with disability and the elderly.

Outcome 5 – Complaints

- The Town's Complaints and Feedback Process has been updated to provide more flexible options and alternative formats, at the request for customers living with disability.
- Continual improvement of the community's experience in submitting complaints and feedback, with increased information on this added to the Town's website.
- Feedback forms have been revised and are now available in printed format and alternative formats on

request, including in person or over the phone.

Outcome 6 – Public Consultation

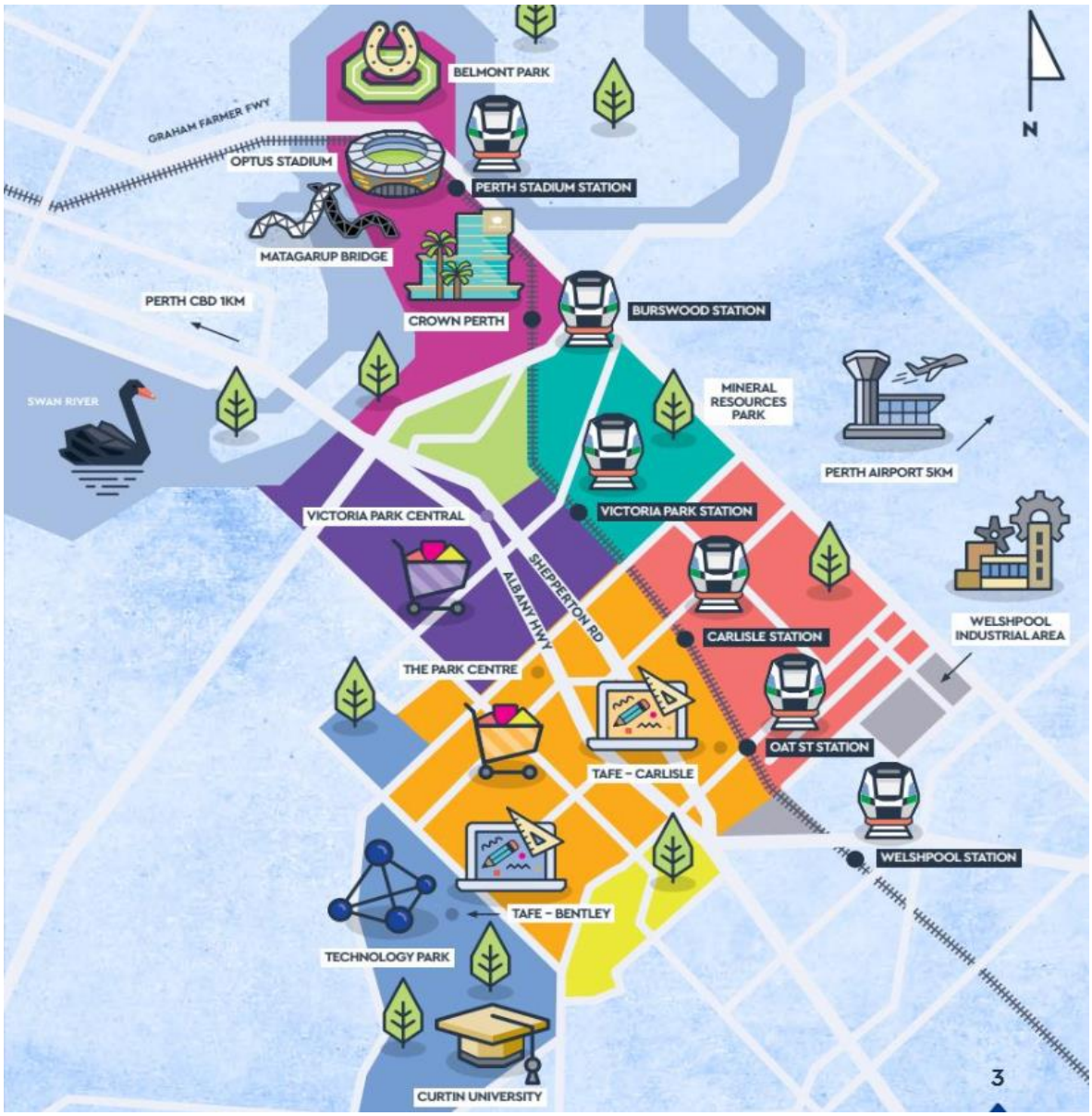
- Review of the Town's Communication and Engagement Policy and Management Practice to improve the opportunity for people living with disability to participate in community engagement activities.
- Development of the Town's "Your Thoughts" online engagement platform, to enable written, video and audio feedback.
- The Town has continued to facilitate advice and feedback from the Access and Inclusion Advisory Group on a wide range of matters.

Outcome 7 – Employment

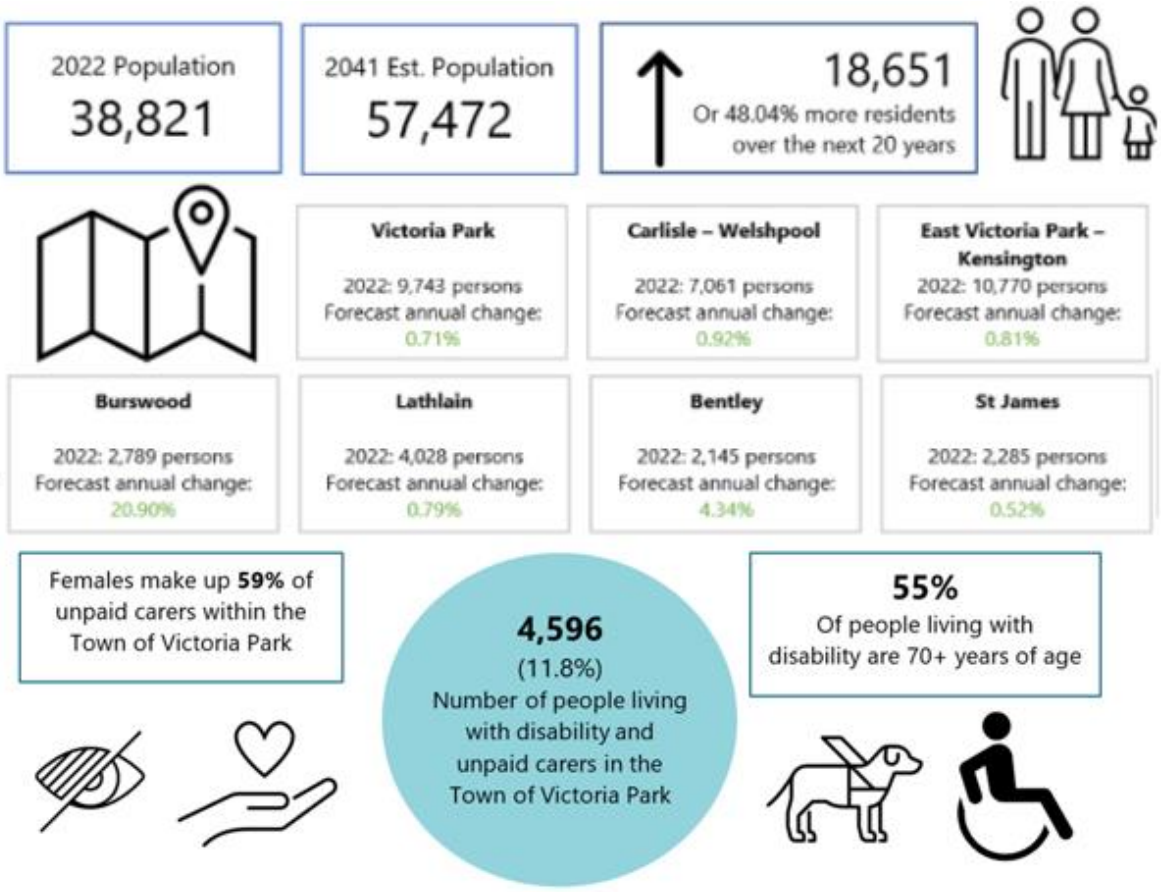
- The Town continues to work in partnership with disability employment service providers to create pathways to meaningful employment for people living with disability.
- The Town has been endorsed as an Employer of Choice, for the range of active employment initiatives which address outcomes identified in the Town's DAIP and Workforce Plan.
- The Inclusive Recruitment Foundations Project featured the redesign of the Town's Human Resource policy and practices to support inclusive recruitment and retention.

Who are we?

The Town of Victoria Park is a vibrant, diverse, community-minded urban community located just 10 minutes from Perth's CBD**,** across the causeway on the south side of the Swan River. Covering 17.9 square kilometres, it is centred around the bustling main street of Albany Highway.



Population Profile



Persons Needing Assistance Town of Victoria Park

Need for assistance with core activities by age

Town of Victoria Park - Persons (Usual residence)	2021			2016			Change
Assistance needed by age group (years)	Number	% of total age group	Greater Perth %	Number	% of total age group	Greater Perth %	2016 to 2021
0 to 4	15	0.7	1.2	8	0.4	1.0	+7
5 to 9	64	3.7	3.6	24	1.6	2.6	+40
10 to 19	70	2.4	3.4	43	1.5	2.4	+27
20 to 59	397	1.7	2.1	327	1.5	1.8	+70
60 to 64	108	6.2	4.9	97	6.2	4.8	+11
65 to 69	114	7.6	6.1	108	8.4	6.1	+6
70 to 74	150	11.3	9.0	122	13.4	8.7	+28
75 to 79	161	17.7	14.5	175	23.0	14.1	-14
80 to 84	223	31.0	25.0	187	28.7	23.7	+36
85 and over	425	42.4	46.4	548	48.5	43.0	-123
Total persons needing assistance	1,747	4.7	4.6	1,651	4.7	3.9	+96

Source: id Consulting

Guiding Principles

The following principles have guided the development of the AIP 2022-2027 and associated action plan.

Strengths Based

Community and stakeholder assets, strengths and capacities are recognised and built on.

Culturally Safe and Inclusive

Culturally safe and inclusive approaches are used within the work that the Town facilitates, supports and undertakes.

Evidence Based

An evidenced based approach is used by the Town, with a focus on early intervention to enhance the level and scope of social impact.

Shared Responsibility

Addressing access and inclusion barriers is a shared responsibility to create an inclusive community. The Town is supportive of creating environments that foster a shared responsibility.

Innovation and Better Practice

The Town seeks innovative ideas and better practice solutions, with universal design principles integrated into Town policies, procedures and practices.

Sustainability

Integrating sustainability principles in the Town's approach, resourcing and delivery of access and inclusion endeavours.

Functions, Roles and Responsibilities

Many of the Town's functions have a direct impact on people living with disability, their carers, and others who experience access and inclusion challenges. The Town is committed to using its influence and resources to work proactively within its functions to improve access and inclusion across the community. To do this effectively, partnership is needed with people living with disability, with local service providers, businesses and other government agencies. Functions of the Town include:

Public Infrastructure Planning and Provision

- Footpaths and cycleways
- Street lighting, street furniture and public amenities
- Town buildings
- Parks and public open spaces
- Public realm improvements

Recreational and Cultural Planning and Provision

- Recreation and aquatic facilities and programs
- Health and wellbeing services and programs
- Library and information services and programs
- Community and cultural facilities, events and programs
- Sporting facilities and programs

Town Planning and Development

- Local Planning Strategy
- Local Planning Scheme (formally the Town Planning Scheme)
- Place Plans
- Environmental planning
- Transport planning

Community Development and Planning

- Understanding community profiles
- Connecting community assets, strengths and resources
- Seeking to influence systems level change and positive social impact
- Assessing and understanding community priorities and aspirations
- Leadership and advocacy in promoting action on issues and priorities
- Facilitating local partnerships and collaborative approaches
- Supporting service providers, local organisations and businesses
- Building the capacity and involvement of the community
- Leveraging resources and funding opportunities

Regulatory Services

- Building approvals
- Environmental control
- Ranger services

Strategic and Corporate Leadership

- Community Strategic Planning
- Corporate Business Planning
- Organisational development and employment
- Customer service

Key Findings – What Did We Learn?

The big insights gained from phase one of the community and stakeholder engagement include:

- Overall, 79% of survey responses indicated the level of access and inclusion for people with disability in the Town was 'very good' or 'reasonable'.
- Physical access is the most recurring theme for improvement, featuring in more than 400 ideas.
- School aged children would like the Town to focus on making recreational community spaces and buildings more physically accessible.
- More smaller scale events which celebrate and consider access and inclusion needs.
- Increased employment opportunities for people with disability, specifically in local businesses, and in frontline leadership positions in Local Government.
- Desire for the Town to lead and support cultural change, by raising awareness and education particularly for more empathetic and non-judgmental work environments across the local area.
- Through a ranking process, the community told us Outcome Areas 7 (Employment), 3 (Access to Information) and 2 (Access to Town Buildings and Facilities) are the highest priorities for action at this time.

Five key goals have been identified for the Access and Inclusion Plan 2022 – 2027, based on the findings of the community and stakeholder engagement, which are reflected in the action plan:

- Goal 1 – Customer Experience
- Goal 2 – Physical Access
- Goal 3 – Active Citizenship
- Goal 4 – Employment
- Goal 5 - Governance and Impact

Action Plan

Goal	Descriptor	Outcome	Priority
Goal 1: Customer Experience	Our community experience inclusion through Town of Victoria Park services and events, with quality access to information and customer service support.	Services and events	
		Information	✓
		Quality customer services	
Goal 2: Physical Access	Our community experience ease of access to all Town of Victoria Park buildings and facilities, through public open spaces and places in the community; with assets continually improved through the Town's annual Capital Works Program.	Buildings, facilities and community spaces	✓
Goal 3: Active Citizenship	Everyone in our community can proactively participate in our local democracy by easily raising issues and providing regular feedback which informs development of the Town's policy and services.	Complaints	
		Public consultation	
Goal 4: Employment	All community members have the opportunity to be employed at their local government, and to retain that employment through adequate support to do their job.	Employment	✓
Goal 5: Governance and Impact	The Town will monitor, measure and evaluate the outcomes of our work, sharing our collective progress regularly with our stakeholders in order to better understand the evolving opportunities and impacts related to access and inclusion within the Town.	All	

Goal 1: Customer Experience

Our community experience inclusion through Town of Victoria Park services and events, with quality access to information and customer service support.

Outcome 1.1: Events & Services People with disability have the same access opportunities as other people to services and events provided by the Town of Victoria Park							
Deliverable		**Who**	**22-23**	**23-24**	**24-25**	**25-26**	**26-27**
1.1.1	Induct and engage Town's agents and contractors to ensure they comply with AIP requirements	Service Area Leadership Team (SALT)	O	O	O	O	O
1.1.2	Ensure all events organised by the Town are budgeted, planned, delivered, and evaluated in accordance with best practice accessibility guidelines and checklists and include more sensory-friendly options	Events, Arts and Funding, Community Development	O	O	O	O	O
1.1.3	Encourage and educate through the Events approval process so that all community-led events adhere to accessibility standards, including an Accessibility Events Information Package	Environmental Health, Events, Arts and Funding, Community Development	O $	O	O	O	O
1.1.4	Engage Service Area Leads to continually improve access and inclusion across all Town services, programs, and events, informed by feedback from people with disability	Community Development	O	O	O	O	O

1.1.5	Facilitate annual targeted programs and communications which enhance participation of people with disability in community services and events, including Seniors Week and International Day of People ~~Living~~ with Disability	Community Development, Communications	O $$	O $$	O $$	O $$	O $$
1.1.6	Encourage small community-led events through the Town's Community Funding Program to increase activities supporting people with disability and social inclusion, utilising an Accessibility Events Information Package	Events, Arts and Funding, Community Development	O	O	O	O	O

Key: Priority Project (); Action Start (); Action Ongoing (O); Budget Required ($ = up to $10k; $$ = $11k to $50k; $$$ = $51k +)

Outcome 1.2: Information
People with disability receive information from the Town of Victoria Park in a format that will enable them to access the information as readily as other people in the community.

Deliverable		**Who**	**22-23**	**23-24**	**24-25**	**25-26**	**26-27**
1.2.1	Encourage readability of Town corporate documents (e.g., easy read versions) and conduct an annual audit using the Town's Corporate Style Guide to facilitate continuous improvement	Communications & Engagement, Community Development					
1.2.2	Develop the Town's Wayfinding Style to comply with best practice access and inclusion	Place Planning	O $$	O $$	O $$	O $$	O $$
1.2.3	Conduct an annual website health check with staged targeted improvement with the Access & Inclusion Advisory Group and inclusion stakeholders	Communications & Engagement	 $$	 $$			

1.2.4	Ensure the Town's Information Technology Asset Renewal Program delivers best practice access and inclusion support, including information in different formats and text to speech	Technical and Digital Strategy	$\$\$\$$	$\$\$\$$	$\$\$\$$	$\$\$\$$	$\$\$\$$
1.2.5	Maintain a stakeholder contact list of key community agencies and service providers active in access and inclusion within the Town and explore a community directory for public use	Community Development	O	O	O	O	O
1.2.6	Regularly share good news stories and other information with the community to grow understanding of access, inclusion and disability	Community Development, Communications & Engagement	O $	O $	O $	O $	O $
1.2.7	Regularly evaluate access to Town programs via the Town's communication methods by drawing on feedback from customers and the Access & Inclusion Advisory Group	Community Development, Communications & Engagement					

Key: Priority Project ( ); Action Start ( ); Action Ongoing (O); Budget Required ($ = up to $10k; $$ = $11k to $50k; $$$ = $51k +)

Outcome 1.3: Quality Customer Services People with disability receive the same level and quality of customer service from local government as other people in the community.							
Deliverable		**Who**	**22-23**	**23-24**	**24-25**	**25-26**	**26-27**
1.3.1	Implement mandatory Access & Inclusion Inductions and regular Disability Awareness Training for all staff to ensure a high level of skill, awareness, and support for people with disability	People and Culture, Community Development	O $$	O $$	O $$	O $$	O $$
1.3.2	Conduct a review of the Town's Customer Service Charter, Delivery Policy, and Customer Care Practice to ensure it is inclusive and informed by people with disability	Customer Relations	O	O	O	O	O
1.3.3	Identify and implement improvements to the Town's administration building in the short term to advance accessibility and for the Town to remain an Employer of Choice, to include a possible sensory quiet space	Project Management Office, People & Culture, Stakeholder Relations	◎ $$	◎ $$	◎ $$		
1.3.4	Monitor and regularly review the Town's Emergency Evacuation Policy and Procedures that incorporates the needs of people with disability at all Town service facilities	Workplace Health & Safety	O	O	O	O	O
1.3.5	Develop an organisational database of access and inclusion service needs across all areas, guided by regular customer feedback	Community Development, Customer Relations, Records	O	O	O	O	O

Key: Priority Project (◎); Action Start (✪); Action Ongoing (O); Budget Required ($ = up to $10k; $$ = $11k to $50k; $$$ = $51k +)

Goal 2: Physical Access

Our community experience ease of access to all Town of Victoria Park buildings and facilities, through public open spaces and places in the community, with assets continually improved through the Town's annual capital works program.

Outcome 2.1: Buildings, facilities and community spaces
People with disability have the same opportunities as other people to access the buildings and other facilities of the Town of Victoria Park.

Deliverable		Who	22-23	23-24	24-25	25-26	26-27
2.1.1	Ensure Town-led projects of significance for people with disability are identified early and are engaging the Access and Inclusion Advisory Group through critical milestones, including new buildings and facilities, redevelopments and fit outs	Strategic Assets Advisory Group (SAAG), Project Management Office (PMO)	✓	✓	✓	✓	✓
2.1.2	Facilitate and advocate for regular access audits on Town buildings, facilities, parks, streetscape, signage, pedestrian pathways, crossings, traffic flow, parking and public transport facilities and translate works into Annual Asset Renewal Programs	Strategic Assets Advisory Group (SAAG), Community Development	✓ $$	✓ $$	✓ $$	✓ $$	✓ $$
2.1.3	Ensure the Town's Project Management Framework supports accessibility and inclusion at all stages of capital project delivery and handover	Project Management Office (PMO)	✪	O	O	O	O
2.1.4	Advocate and work in partnership with other key stakeholders and government authorities to improve buildings, facilities and management systems for access and inclusion	Development Services	O	O	O	O	O

2.1.5	Partner to communicate and promote the access and inclusion features of key capital works projects delivered in the Town	Stakeholder Relations, Community Development	O $	O $	O $	O $	O $
2.1.6	Develop and promote Business Accessibility Guide and Checklist Toolkit to build the knowledge and capacity of local businesses to enhance their level of access for people with disability	Place Planning, Development Services, Community Development	O $	O $	O $	O $	O $
2.1.7	Identify and implement improvements to the Town's administration building in the short term to advance accessibility and for the Town to remain an Employer of Choice, to include a possible sensory quiet space	Project Management Office (PMO), People & Culture, Stakeholder Relations	 $$	 $$	 $$		
2.1.8	Research location and grant funding options for an Adult Changing Places Facility in the Town	Community Development, Place Planning					

Key: Priority Project ( ); Action Start ( ); Action Ongoing (O); Budget Required ($ = up to $10k; $$ = $11k to $50k; $$$ = $51k +)

Goal 3: Active Citizenship

Everyone in our community have the opportunity to proactively participate in our local democracy by easily raising issues and providing regular feedback which informs development of the Town's policy and services.

Outcome 3.1: Complaints
People with disability, have the same opportunities as other people in the community to raise issues and concerns to local government.

Deliverable		Who	22-23	23-24	24-25	25-26	26-27
3.1.1	Conduct a review of the Town's Customer Service Charter, Delivery Policy, and Customer Care Practice to ensure it is available in flexible and alternative formats and is informed by people with disability	Customer Relations		✪			✪
3.1.2	Modernise the towns complaints process and ensure there is safety and resolution available for community members according to their needs	Customer Relations, Community Development	✪	O	O	O	O
3.1.3	Deliver a complaints training module for Town staff as part of the organisational training calendar, to feature how to constructively deal with feedback for continuous improvement within access and inclusion	Community Development, People & Culture, Customer Relations		✪ $	O $	O $	O $
3.1.4	Ensure the scheduled review of 023 Provision of Information to Elected Members Policy includes feedback from people with disability	Governance	✪				

Key: Priority Project (✪); Action Start (✪); Action Ongoing (O); Budget Required ($ = up to $10k; $$ = $11k to $50k; $$$ = $51k +)

Outcome 3.2: Consultation People with disability have the same opportunities as other people in the community to participate in local government public consultation and engagement projects.							
Deliverable		**Who**	**22-23**	**23-24**	**24-25**	**25-26**	**26-27**
3.2.1	Review the Town's Community Engagement Framework every three years to ensure it delivers best practice and is informed by feedback from people with disability and other communities represented in the Town	Communications & Engagement		✪ $$			✪ $$
3.2.2	Promote the Access & Inclusion Advisory Group as a key stakeholder for feedback and guidance on access and inclusion in the Town, including the development of consultation guidelines and regular internal communications	Community Development, Communications & Engagement	O	O	O	O	O
3.2.3	Review the online consultation process for the Town every three years and include a focus on access and inclusion	Communications & Engagement			✪ $$		
3.2.4	Participate in the Western Australia Access and Inclusion Network Group (WAING) and other disability forums to support annual implementation of access and inclusion in the Town	Community Development	O	O	O	O	O
3.2.5	Support state-wide communication campaigns during local elections which promote diversity on Council	Governance, WALGA		✪ $		✪ $	

Key: Priority Project (◎); Action Start (✪); Action Ongoing (O); Budget Required ($ = up to $10k; $$ = $11k to $50k; $$$ = $51k +)

Goal 4: Employment

All community members have the opportunity to be employed at their local government, and to retain that employment through adequate support to do their job.

Outcome 4.1: Employment at the Town People with disability have the same opportunities as other people to obtain and maintain employment in local government.							
Deliverable		**Who**	**22-23**	**23-24**	**24-25**	**25-26**	**26-27**
4.1.1	Develop the Town as an Equal Opportunity Employer through an annual staff training program which includes disability awareness and diversity training and career branding	People and Culture	$$	$$	$$	$$	$$
4.1.2	Foster employment pathways at the Town for people with disability to reach the 5% employment target by 2025, by partnering with relevant agencies for internship and mentorship programs	People and Culture					
4.1.3	Progress continual improvement of the Town's Recruitment Policy and Management Practice including targeted recruitment for people with disability using the Section R66 process with the Equal Opportunity Act 1984	People and Culture	O	O	O	O	O
4.1.4	Capture the number of staff who identify as having disability and staff feedback through the biennial staff survey and annual Diversity Survey	People and Culture, Community Development	$	O	$	O	$

4.1.5	Engage Service Area Leads to carefully monitor staff access and inclusion needs along their employment journey as part of the Performance Development System, and to build on all abilities team culture that supports the communication of needs	Service Area Leadership Team (SALT), Organisational Development, Workplace Health & Safety					

Key: Priority Project ( ); Action Start ( ); Action Ongoing (O); Budget Required ($ = up to $10k; $$ = $11k to $50k; $$$ = $51k +)

Goal 5: Governance and Impact

The Town will monitor, measure and evaluate the outcomes of our work, sharing our collective progress regularly with our stakeholders in order to better understand the evolving opportunities and impacts related to access and inclusion within the Town.

Outcome 5.1: Governance and Impact							
Deliverable		**Who**	**22-23**	**23-24**	**24-25**	**25-26**	**26-27**
5.1.1	Administer the Access and Inclusion Advisory Group	Community Development	O $	O $	O $	O $	O $
5.1.2	Administer the Internal Diversity Working Group	People and Culture, Community Development	O	O	O	O	O
5.1.3	Deliver quarterly Access and Inclusion Plan progress updates to Council	Community Development	O	O	O	O	O
5.1.4	Deliver an annual Report to the Department of Communities	Community Development	O	O	O	O	O
5.1.5	Develop an Inclusion Organisational Scorecard, and populate annually to understand movements in social impact related to access and inclusion	Social Impact, Community Development	✪	O $	O	O $	O

Key: Priority Project (◎); Action Start (✪); Action Ongoing (O); Budget Required ($ = up to $10k; $$ = $11k to $50k; $$$ = $51k +)

Theory of Change - Overview

What is a Theory of Change?

A Theory of Change (TOC) is a tool used by organisational program managers and evaluators to describe how a program is expected to work. It is a framework that visually shows how the opportunity or problem a program is expected to address, within a particular situation, and the assumptions underpinning the development of the program.

A TOC also identifies the expected pathway between various elements of a program and expected social outcomes for the stakeholders involved with the program.

With a TOC, the elements of a program are the planned activities developed by an organisation to bring about expected social outcomes.

What are social outcomes?

Social outcomes are the changes in the knowledge, skills, awareness, behaviour, level of functioning or status, experienced by stakeholders, resulting from their involvement with the planned activities. Stakeholders within the context of a TOC are those people or organisations that experience this change.

Demonstrating social impact

As a tool describing how a program is expected to work, a TOC can also show the connection between planned activities and social outcomes applicable to each stakeholder group, over the immediate, medium, and long-term. A long-term social outcome is often described as a social impact. Impact is considered as the expected fundamental change, occurring in a community, as the result of a program being delivered over at least five years.

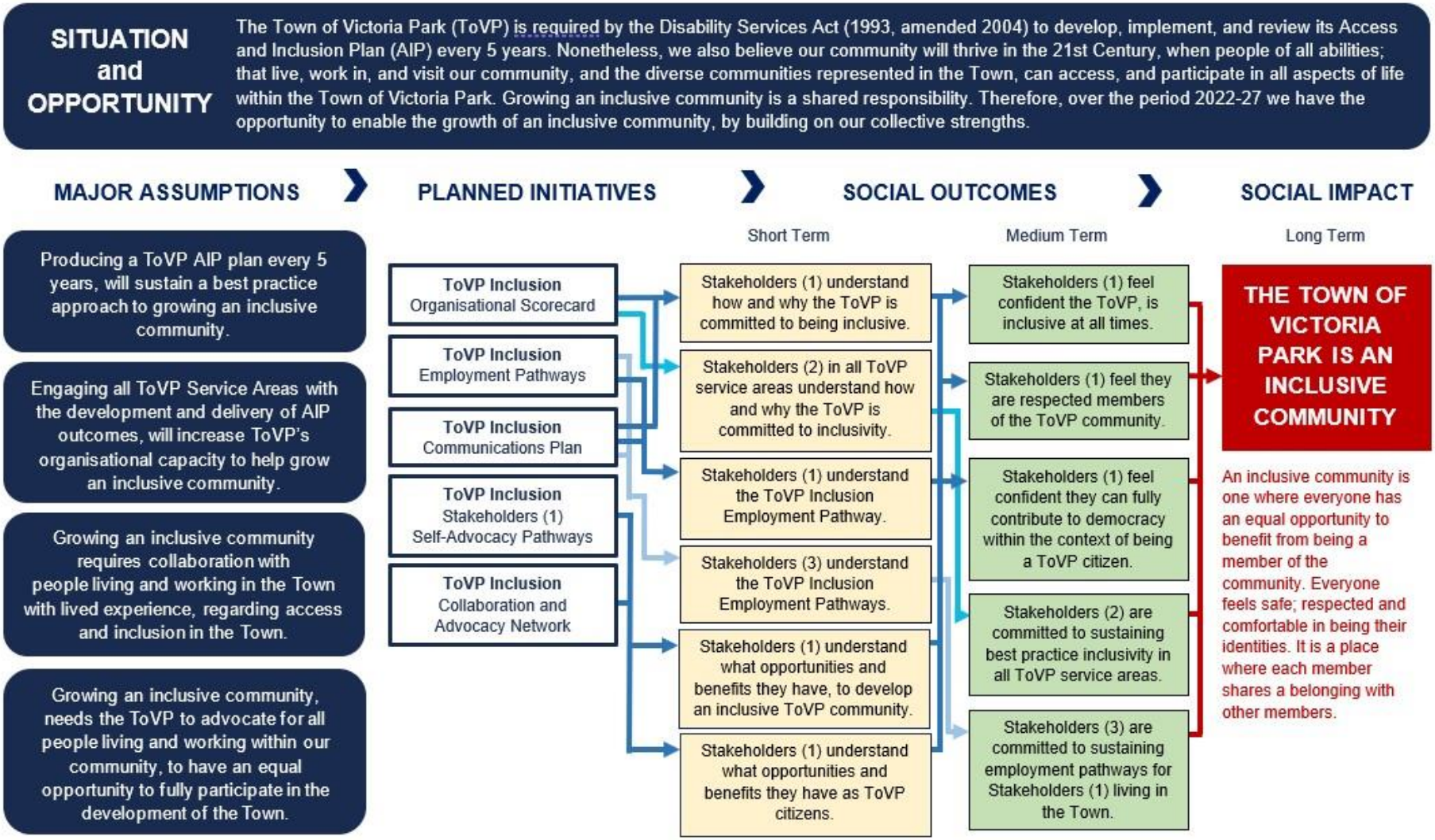
The TOC for this plan is depicted as five Inclusion Initiatives, which capture the deliverables identified throughout this plan.

Key Stakeholders

In developing the TOC, the Town has identified three key stakeholder groups central to its delivery:

1. Community members with disability, their family and carers that live and work in the Town of Victoria Park
2. Employees of the Town of Victoria Park
3. Business / organisations in the Town with 20+ employees

Theory of Change - Model



Town of Victoria Park Access and Inclusion Plan 2022-2027 Theory of Change

Implementation, Monitoring and Evaluation

Implementation Plan

The Town will develop an annual implementation plan for each Goal to support delivery of the plan, aligned to the Town's annual budget.

The implementation plan will be updated each year, and as required, to meet the Town's available resources, while aiming to deliver on community and stakeholder expectations. Tasks may be added, removed or modified from the annual implementation plan to reflect items that have been completed, that need to be refined, budget changes and new priorities.

The plan will be delivered by officers, agents and contractors. The Town's Internal Diversity Working Group, and Access and Inclusion Advisory Group will be regularly engaged, as well as all of the Town's employees who share the responsibility for access and inclusion.

The Town will continue to foster partnership and collaborations with key stakeholders, including the broader community, in order to successfully deliver this plan.

Reporting

Progress on the plan will be reported to Council and the community on a regular basis. Reports will be shared via the Town's website, social media platforms, and as part of the Town's annual report. A progress report is provided to the Department of Communities – Disability Services annually.

Evaluation

The Town will evaluate this plan through an Organisational Inclusion Scorecard, aligned to the Town of Victoria Park Access and Inclusion Theory of Change. This, as along with other planning and evaluation tools, will be used to monitor the degree of social change arising from this plan, and will assist the Town's ongoing evaluation of its performance.

References

International Context
United Nations Convention on the Rights of Persons with Disability
https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities/convention-on-the-rights-of-persons-with-disabilities-2.html

National Context
National Disability Strategy 2021 – 2031
https://www.disabilitygateway.gov.au/sites/default/files/documents/2021-11/1781-australias-disability.docx

State Context
State Disability Strategy 2021 – 2031
https://www.wa.gov.au/system/files/2021-05/State-Disability-Strategy-2020-2030.pdf

Local Context
Strategic Community Plan 2022 -2032
Our plan for the future - Victoria Park

Population Profile
Town of Victoria Park – Community Profile
https://profile.id.com.au/victoria-park

Town of Victoria Park – Population Forecasts
https://forecast.id.com.au/victoria-park

Appendix 1: Strategic Context

International

The United Nations (UN) Convention on the Rights of Person with Disabilities was adopted in 2006 with the following purpose:

"To promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity."

National

National Disability Strategy 2021 - 2031

The Australian Government has developed the National Disability Strategy 2021 – 2031, underpinned by the following statement:

"People with disability want the same things as everyone else, whether that is forming personal relationships, having a family, taking part in continuous learning or enjoying retirement. Young people with disability have the same aspiration to grow up, get a job and leave home as other young people – and they deserve the same opportunity

State

State Disability Strategy 2020 -2030

The State Disability Strategy has the vision of:

"People with disability, and those who share their lives, are engaged and feel empowered to live as they choose in a community where everyone belongs."

The Four Pillars of the State Disability Strategy are:

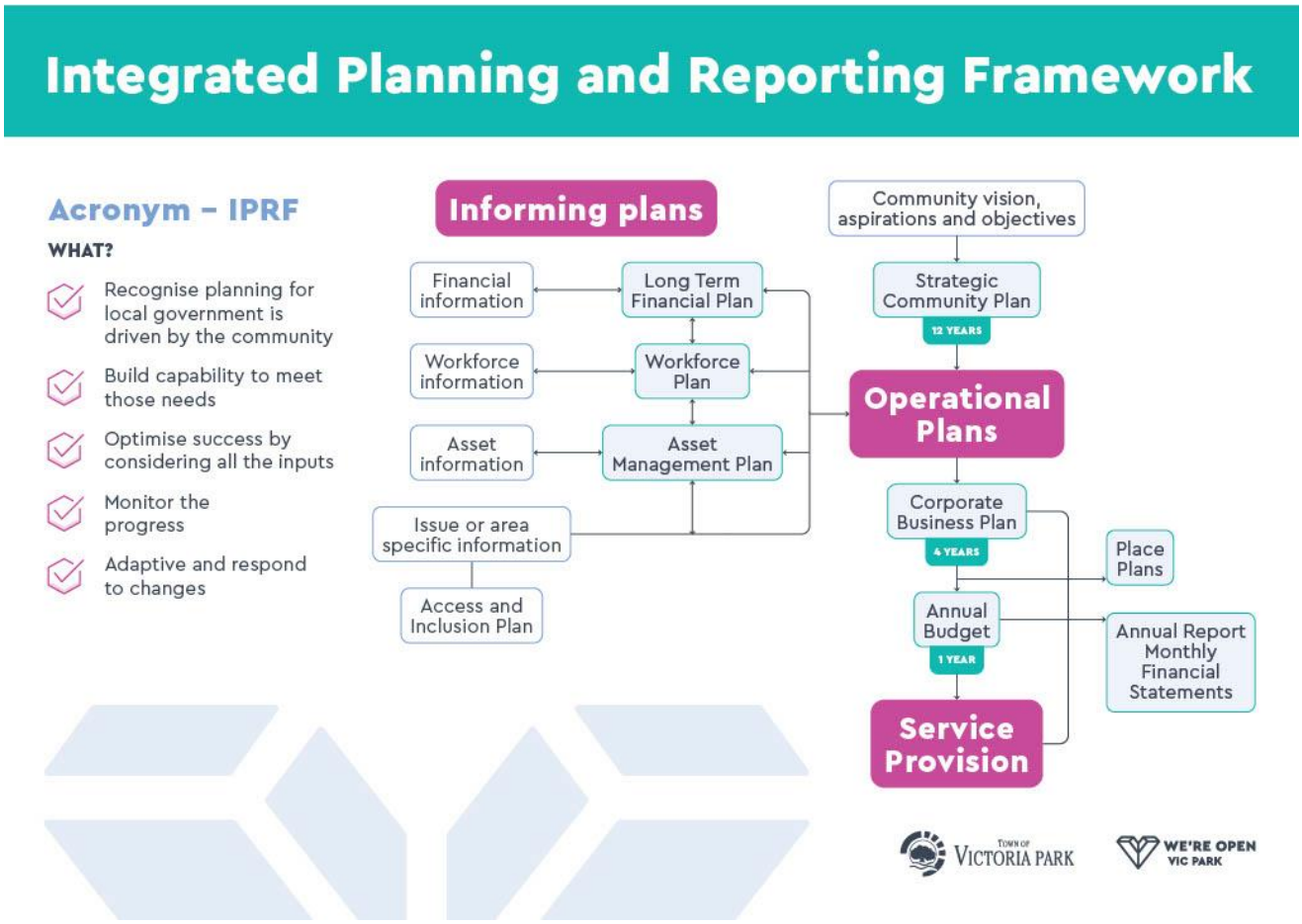
- Participate and contribute – everyone is involved
- Inclusive communities – places and attitudes are welcoming
- Living well – people are happy and healthy, with the support they need
- Rights and equity – everyone is treated fairly

Disability Services Act 1993 (amended 2004)

This legislation requires all local governments and government agencies to develop a (Disability) Access Inclusion Plan (DAIP) every five years.

Local

The Access and Inclusion Plan 2022 – 2027 is one of the Town's key informing plans as part of its Integrated Planning and Reporting Framework (IPRF).



Source: Community Strategic Community Plan 2022 - 2032

Appendix 2: Methodology

The following process was used to ensure an evidence based and stakeholder informed approach to developing the Town's AIP 2022-2027.

Stage One: Discover

- Scoping Paper
  - Review and identify best practice DAIPs / AIP's
  - Summarise key findings
- Background Information Paper
  - Define the purpose, objectives and why this plan is important
  - Define key terms, issues and challenges
- Community Profile and Trends
  - Collate current and forecasted population change
  - Identify the number of people living with disability
  - Identify the number of people providing assistance and care
- Review Existing Plan
  - Identify outcomes and actions achieved
  - Identify what worked well and the opportunities for improvement

Stage Two: Define

- Communications and Stakeholder Engagement Plan
  - Identify key stakeholders
  - Design engagement activities and objectives based on key findings from discovery phase
- Launch project webpage and engagement activities
  - Promote community and stakeholder engagement
  - Undertake internal and external engagement
  - Analyse and report on key findings

Stage Three: Develop

- Develop first draft AIP
  - Draft strategic context and framework
  - Prepare draft action plan
  - Integrate feedback from the Access and Inclusion Advisory Group
- Develop final draft AIP
  - Conduct internal engagement for role clarity and resourcing needs
  - Seek Council endorsement on draft AIP
  - Develop final draft following a community consultation period
- Finalise the AIP
  - Formal adoption of the final plan by Council
  - Report to Department of Communities for approval
  - Feedback to the community and key stakeholders

Stage Four: Deliver

- Internal integration and reporting

Embed into internal workplans, performance and reporting frameworks.

Appendix 3: Community and Stakeholder Engagement

Community engagement commenced in March 2022, to inform development of this plan.

Given the uncertainty of COVID-19 impacts and restrictions at the time, the Town of Victoria Park developed a variety of flexible community engagement activities, aimed at maximising face to face engagement and pop-up opportunities, where possible.

Phase One

The first phase of engagement occurred from March to June 2022. The purpose of this phase was to seek feedback on the perceived importance and level of satisfaction of the Town's progress against the current DAIP and its seven key Outcome Areas.

This phase gathered community ideas and suggestions for the Town to lead and facilitate over the next five years. This was promoted widely throughout the community, and 159 submissions were received through the following engagement tools:

- Community survey (online and paper copy)
- Online ideas board
- Children's survey and drawings
- "Tell your story" activity
- Internal staff workshop
- Access and Advisory Group workshop
- Targeted engagement with disability service providers and community groups

Survey responses included:

- 67% female, 28% male, 5% other
- 26.3% aged 35-44, 24% aged 45-54
- 13% identified as a person with disability
- 13% identified as a family member or carer of person with disability
- 44% of respondents work for a service provider supporting people living with disability,
- 23% speak a primary language other than English

Phase Two

Phase two of community and stakeholder engagement involved a public comment period on the draft AIP 2022 -2027 from 21 October and 14 November 2022.

Approach	
	Direct email community survey to Phase 1 respondents and key external stakeholders
	Online community survey (5 responses)
	Phone or email feedback offered

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