

Disability Access & Inclusion Plan 2017 – 2022





Contact Us

Disability Access and Inclusion Plan
Town of Victoria Park
Locked Bag 437
Victoria Park WA 6979
(08) 9311 8111

admin@vicpark.wa.gov.au
victoriapark.wa.gov.au



Acknowledgement

The Town of Victoria Park acknowledges the contribution of the individuals and groups within the community, Disability Services Commission, cities of Melville, South Perth and Mandurah and Town staff who have been invaluable in the development of this plan.

Access and inclusion information is available on the Town's website at:
vicpk.co/DAIP2017

Alternative formats

The plan is available in alternative formats upon request including braille, large print, electronically by email and in audio format.



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A message from the Mayor

The Town of Victoria Park is a diverse and dynamic place for everyone, where the inherent value of all community members is recognised and celebrated as contributing to the rich fabric of our unique community.

Under the Disability Services Act 1993 public authorities are required to develop, implement and review a Disability Access Inclusion Plan (DAIP) every five years. The Town's DAIP 2017–2022 has been developed in consultation with people living with a disability, carers, community members, the Disability Services Commission and local service providers.

The DAIP addresses seven outcome areas that improve access and inclusion to; services and events, buildings and facilities, access to information, quality of service, access to complaints procedures, consultation processes, and addressing barriers to recruitment and employment for people living with a disability.

The DAIP demonstrates the Town's commitment to creating and fostering an inclusive and accessible community for all to live, work, play, invest and visit; whilst also recognising the importance of working in collaboration with the community to break down social barriers to inclusion and to drive sustainable change from within the community itself.

I would like to thank all our community members and other key stakeholders who took the time to be part of the consultation process for the DAIP. It is through your investment and commitment to the DAIP that the Town can continue its journey towards creating a richer life for everyone in our community.

His Worship, the Mayor
Trevor Vaughan



1. The Town of Victoria Park overview

The Town of Victoria Park is situated on the banks of the Swan River to the east of the Perth CBD and covers an area of 17.9km². The Town encompasses the suburbs of Victoria Park, Burswood, Lathlain, Carlisle, East Victoria Park, and parts of Bentley, Kensington, Welshpool and St James.

The Town provides a range of functions, facilities and services and has a key planning role as a developer and provider of physical and social infrastructure for residents and people who work, study or visit the locality.

It is the **responsibility** of all staff, agents and contractors providing these services to comply with and implement the strategies for the Disability Access and Inclusion Plan which include:

Services to property:

Construction and maintenance of roads, drains, footpaths and bicycle facilities, waste collection and disposal, litter control and street cleaning, parks, gardens and infrastructure maintenance, street lighting and signs, asset management, maintaining and upgrading Town owned and leased buildings.

Services to the community:

Provision of passive and active reserves including playgrounds, provision of recreation centres and swimming pool, public events, workshops and seminars, citizenship ceremonies, donations and sponsorship, public library and information services, environment, provision of sporting reserves and facilities.

Regulatory services:

Ranger services, parking, animal control, complaint and nuisance investigation, environmental and public health, planning of road systems, sub-divisions and Town planning schemes, building approvals for construction, additions or alteration to buildings.

Administration:

Customer service administration (information, payments, complaints), property rates, human resources, information technology, tenders and contract management.

Governance:

Ordinary and special council meetings, electors meetings and election of Council members, community consultations.

Demographic indicators of disability in the Town of Victoria Park

The 2016 estimated resident population of the Town is 38,537. Estimates of the resident population are based on Census counts by place of usual residence (excluding short-term overseas visitors in Australia), with an allowance for Census net undercount, to which are added the estimated number of Australian residents temporarily overseas at the time of the Census. A person is regarded as a usual resident if they have been (or expected to be) residing in Australia for a period of 12 months or more over a 16-month period.

In the Australian Bureau of Statistics (ABS) 2016 Census of Population and Housing the Usual Resident Population for the the Town is recorded as 34,990. The number of people who identified as having a core activity need for assistance, is 1,651 (693 males and 959 females) being 4.72% of the Town’s population. This percentage is slightly higher than Greater Perth at 3.88% and Western Australia at 3.87%.

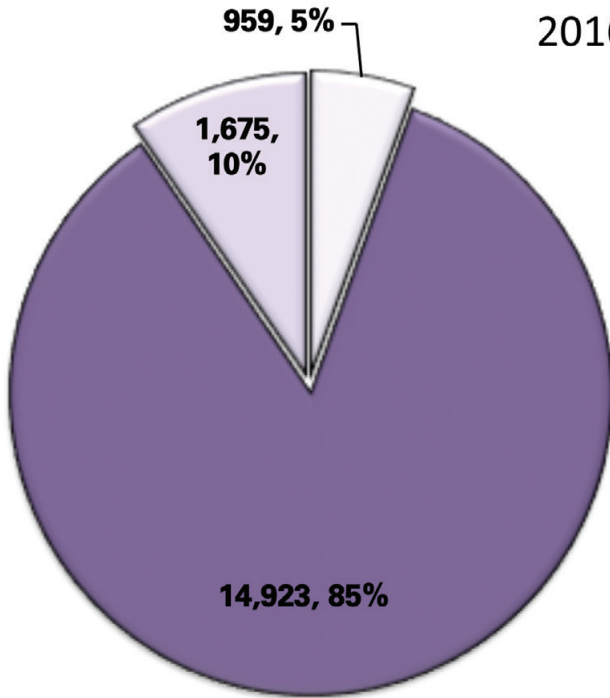
The ABS 2016 Census data for the number of people providing ‘unpaid assistance for the Town is 2,436 (1,015 males and 1,419 females). This number represents 8.05% of the Town’s total persons aged 15 years and over i.e 30,255. This percentage is lower than Greater Perth at 9.93% and Western Australia at 9.83%.

On a broader perspective of people with disability the (ABS) 2015 Survey of Disability, Ageing and Carers (SDAC) defines disability as any limitation, restriction or impairment which restricts everyday activities and has lasted, or is likely to last, for at least six months. The survey differentiates between those who have long-term health conditions that limit their activities (that is, those with disability) and those who have long-term conditions without restrictions and limitations.

In 2015, almost one in five Australians reported living with disability (18.3% or 4.3 million people). A further 22.1% of Australians had a long-term health condition but no disability, while the remaining 59.5% had neither disability nor a long-term health condition.”

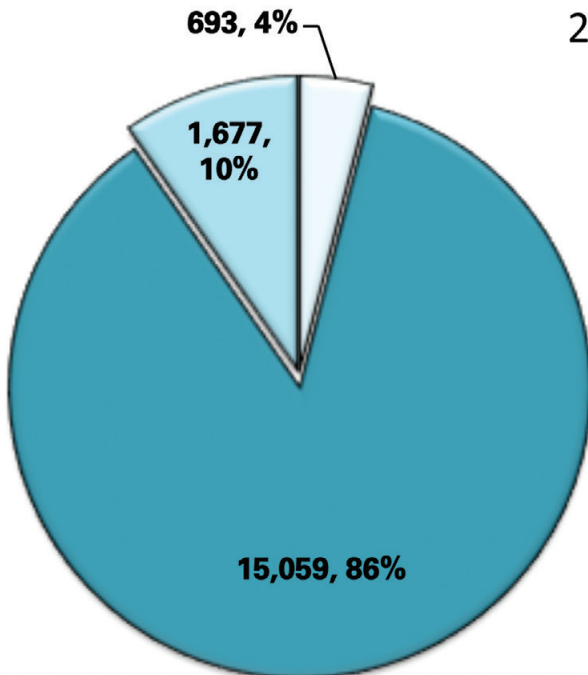
(Conceptual Framework:
All person, by disability status, 2015).

Town of Victoria Park
2016 Female Population 17,562
Female

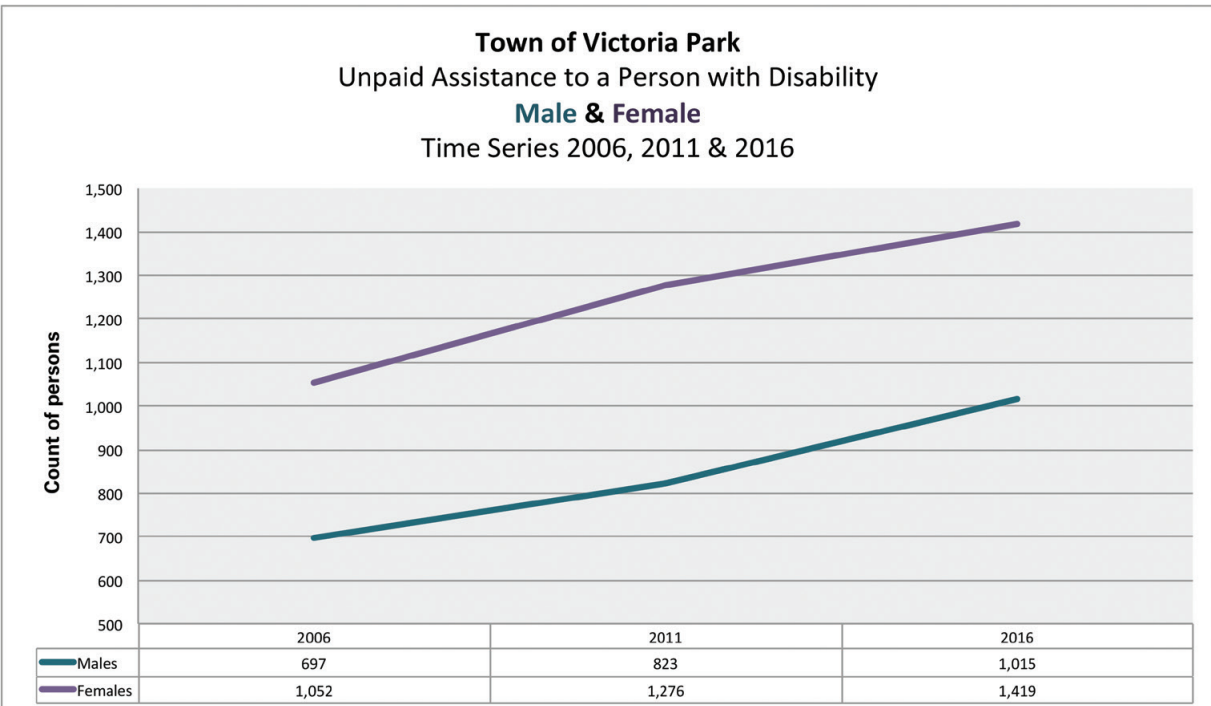
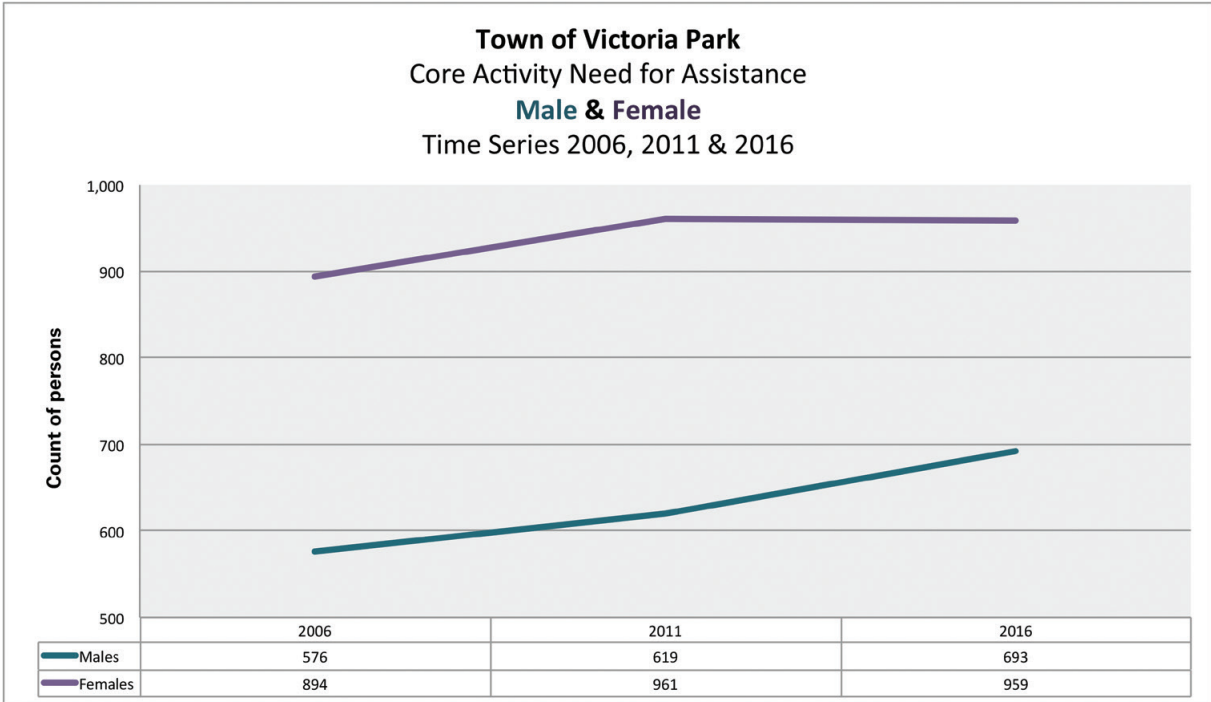


- Has Need for Assistance
- Does Not have Need for Assistance
- Need for Assistance not stated

Town of Victoria Park
2016 Male Population 17,429
Male



- Has Need for Assistance
- Does Not have Need for Assistance
- Need for Assistance not stated



2. Statement of Intent

Consistent with the vision, Town of Victoria Park: A dynamic place for everyone, the Town will further the principles and outcomes of the Disability Services Commission Act 1993 (amended 2004) through the Disability Access and Inclusion Plan (DAIP) Statement of Intent:

“The Town of Victoria Park will strive to provide and promote access and equity in service provision for all members of the community”.

Our Statement of Intent is progressed through furthering:

Access to premises

The Town is committed to progressively undertake works to ensure that Town-owned facilities are accessible for all. The definition of “premises” extends to the whole of the built environment, including:

- Public domain (footpaths)
- Public places (parks and playgrounds)
- Buildings (existing, new and proposed)
- Transport facilities (car parks)

Access to Town services and facilities

The Town provides a wide array of community, recreation and cultural events, facilities and services. People with disability and their carers have access to these services or events even when contracted out to an external agent.

Provision of information

The Town provides information to link the community to resources through its website and various publications. The Town will provide public documents in alternative formats upon request from people with specific print requirements (e.g. large print, electronic format (disc or emailed) and audio.

Quality customer service

The Town is committed to ensuring that all staff know how to provide equity of service through their induction, awareness raising sessions and ongoing training and support.

Customer Service Charter: Our Vision - We will aim to understand what you need and work with you in partnership to achieve it.

To fulfill this vision, the Town strongly encourages feedback from the public to help us improve our strategies. Feedback can be received by the Town in person, through email or by written request.

3. Background

Since 1995 it has been a requirement under the Disability Services Act (1994) that all public authorities prepare and implement a Disability Access and Inclusion Plan (DAIP). The Act requires that public authorities lodge a DAIP to the Disability Services Commission. Local Government is required to report on its DAIP in the Annual Report.

The DAIP is constructed around seven outcomes to ensure that people with disability have the same opportunities as everyone else to access:

1. Services and events
2. Buildings and facilities
3. Information services
4. Quality of service
5. Complaints process
6. Public consultation
7. Employment

Strategies are developed to achieve these outcomes.

Since the adoption of the initial DAIP, the Town has implemented initiatives through strategies and made progress towards ensuring that the community is accessible and inclusive for people of all abilities.

4. Access and inclusion

'Access' refers to providing infrastructure such as footpaths, ramps, ACROD parking and accessible toilets. It also includes making information available in formats that meet your needs such as large print, audio and braille.

'Inclusion' means that people of all abilities have equal opportunity to participate in the life of the community and in Town services, programs, events, consultation and employment.



5. Achievements 2012–2017

In the past five years, the Town has strived to achieve the seven outcome areas of the DAIP through projects and activities that aimed to improve the Town as an accessible and inclusive organisation. Examples of the projects and activities are listed below under each outcome.

Outcome 1: Services and events

The Town supplied contractors and agents with information on the Town's DAIP and requirements for compliance and reporting relating to delivery.

The Town has developed and promoted:

- Library Services: Home Library Support, Pop-up libraries and other services via flyers, posters, displays, printed and electronic newsletters, digital sliders and websites, social media, newspaper advertising, programs. The library also continues to grow the availability of audio, big print, alternative language, eBooks and eMagazines.
- Waste Service Collection: For residents who are unable to place their waste bins on verge.
- Digital Hub: Accessible and inclusive free one-on-one training in electronic communications and devices and hosts the home schooling program.
- The Town's Evacuation Procedures: Incorporates the needs of people with disability in times of emergency.
- Active Life Program, Aqualife Centre and Leisure Centre: ie Living Longer Living Stronger strength training and

exercise program designed specifically for the over 50s and Seniors Walking Groups. Deep Water Aqua beneficial to people recovering from injuries. Senior Circuit low impact class for over 50s or those commencing a program for first time.

- Vacation Care has been supported by the WA Disabled Sports Association programs.

→ Events

The Town has developed:

- An Event Organisation Manual that incorporates an 'Accessible Event Checklist' that is referenced by all areas of the Town when planning public events and includes references to the DAIP.
- A model of tendering out large scale events. A standard clause was added into the tender pro forma for events and the tender contract specifying the requirement for the event organisers to adhere to the Town's DAIP.
- A policy for using the sail track/kedar banners for the promotion of events and services to ensure that font size, use of colour on banners were assessed to ensure everyone could read the banners. The Town also looked at this in conjunction with the speed limit on various roads where the banners are located.

The Town has, in partnership and in consultation with the disability community, delivered accessible and inclusive events such as:

- John Hughes Slopestyle event.
- OuLaLa Pop-Up French Cinema delivered in partnership with Redkite.
- Moreton Bay Fig Festival which included the contracting of a range of interactive activities, including sensory art and modified activities.
- Christmas Street Mall that incorporated an accessible location and stalls.
- Lathlain Community Event incorporated an accessible venue.
- International Women's Day.
- Wheelie Big Day Out in partnership with Centre for Cerebral Palsy.
- My Life, My Place Launch.
- Ability Idol at the Vic Park Farmers Markets.



Outcome 2: Buildings and facilities

- New and renewed facility assets as installed by agents and contractors are assessed to comply with AS1428.
- Free Trade Policy (alfresco dining) - developed to maintain pedestrian access needs to businesses and clear pathways. Street Audits are conducted regularly to ensure that pathways, kerbs and crossings are maintained to universal standards.
- Disability Action Plans - premises are developed prior to re-leasing.
- Parking - a five year works plan for additional ACROD parking bays has been delivered along with a works program for ACROD parking upgrades to standards.
- Lathlain Precinct Redevelopment Project includes Lathlain Place as the link between Lathlain Park, Rayment Park and Lathlain Primary School and is home to a number of small businesses and community groups. As the central point it has been specifically designed to ensure universal access ensuring the enjoyment of this area by all members.
- Aqualife Refresh Project - included the refurbishment of the accessible change rooms utilising existing change hoist and scissor change table. It also included improvements to the hydrotherapy pool area floor. Funding has been secured for the provision of a pool hoist which will provide access to the 50m pool. Access to the 50m pool was limited previously. Access to facilities, not impacted by renovations, has been maintained by providing accessible features to the temporary entrance.
- Harold Hawthorne Community Centre upgrades included two accessible toilets with electric doors; an exit ramp from the hall and electric doors to entrance and foyer.
- Audits - Administration Centre Access Audit has been conducted with an implementation works plan to follow. Routine audits are undertaken on building and reserves to ensure access for all.
- Public Transport Authority - The Town has proactively supported and coordinated works with Public Transport Authority (PTA) to achieve DDA compliance with footpath and other infrastructure within the Town. Missing footpath links to bus stops have been identified and fed back to PTA during a particular bus stop upgrade process.
- The Town's Disability Access and Inclusion Statement was reviewed and included in information sent out to all requests for hire bookings of buildings and facilities.
- Disability Awareness Training - delivered to sport and recreation groups through the club development program.
- Master Locksmith Access Key (MLAK) system enables keyholders to access designated accessible public toilets within the Town and a network of public facilities Australia wide. These may include elevators at railways stations, designated toilets and adaptive equipment (e.g. beach wheelchairs and Liberty Swings).

Outcome 3: Information

- Website maintained to W3C and incorporates Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.
- Style Guide reviewed to maintain accessible and inclusive practices.
- Public documents carry a notation regarding their availability in alternative formats.
- Guide to council services for people with disability.
- Guide to the Town's designated accessible parking bays.
- Disability Access and Inclusion Plan – Council support package.

Outcome 4: Quality customer services

- Audio loop installation in Administration Centre reception area.
- Clear display of information and availability of information in alternative formats upon request.
- Disability Awareness Training delivered to all employees
- A skills database that includes people with knowledge and experience in access and inclusion is available for customer service staff to refer to.
- Policy that includes response times to community queries and the use of appropriate alternative communication styles.
- Emergency Evacuation Plans – reviewed and updated. Training was provided for staff to assist people with various abilities to evacuate the building in an emergency.

Outcome 5: Public consultations

- Public consultations have been promoted in a range of means using the website, key stakeholder email, social media, displays and as being available in alternative formats upon request.
- Promotion of public consultations in a range of formats that welcome people with disability to contribute.
- Promotion of community surveys available to be conducted over the phone or face to face and with a support person.
- Public consultations are held in accessible venues with invitations that encourage people to provide information that address their specific requirements to be able to contribute.
- Development of a seniors and disability network database that includes preferred formats to receive consultation information.
- The Town's Community Development Committee maintains the capacity to consider all public consultations with respect to access and inclusion.

Outcome 6: Complaints

- Grievance Procedure – reviewed to ensure that it meets the specific needs of people with disability and their carers.
- Website Action Form – extended to include provision for feedback on disability access issues.
- Customer Services staff – promoted their availability to assist with customer feedback forms and the complaints process on behalf of and upon request by customers either in person or via the telephone.

Outcome 7: Employment

- Engaged and consulted with specialist employment service providers.
- Promoted the Town as an Equal Opportunity Employer through employment advertising.
- Inclusive Recruitment Foundations project involved the redesign of the Town's Human Resource policy, procedures and practices to support inclusive recruitment and retention; engagement with key stakeholders and delivery of employee training on how to be a 'disability confident' organisation.
- Inclusive Pathways to Employment project aligns with the Town's DAIP and Workforce Plan and in consultation with preferred disability employment service providers, identified gaps and opportunities for employment of people with disability.
- The Town has provided pathways to employment through traineeships, volunteering and work experience at the Administration Centre and the Digital Hub.

My Life, My Place 2013, 2014 and 2015

A community engagement initiative aimed at breaking down social and attitudinal barriers to inclusion, as experienced by people with disability, their families and carers. The program profiled the incredible stories of seven ordinary residents of all abilities who contribute to the rich fabric and strength of our local community.

This project touched the lives of people broader than the Town as other local governments and disability service providers embraced and showcased the project in their communities.

My Life, My Place delivered a message around awareness of how people across various cultures, abilities and ages achieve in their everyday life and contribute to community. Through people sharing their individual stories, this project embraced and delivered across all DAIP outcomes.



6. Review

Consultation process

The community consultation process was designed to maximise input from a range of organisations and residents likely to be affected by, or have an interest in the DAIP. The process included the development of a key stakeholder contact database, a community survey, disability service provider interviews and a community workshop.

The community consultation delivered over 140 collective comments on how the Town could improve as an accessible organisation and community.

Contributing organisations included:

- Ability Centre
- Be My Koorda Support Group
- Bladder and Bowel Health Australia Inc
- Burswood Care
- Connect Victoria Park
- Disability Services Local Area Coordination
- East Victoria Park Family and Community Centre
- Ethnic Disability Advocacy Centre
- Harold Hawthorne Community Centre
- Inclusive World
- Kincare
- Mercy Health
- Special Olympics WA
- Vardaros Consulting
- Vicinity Centres (Victoria Park Central)
- VisAbility & Guide Dogs WA
- West Rise Basketball

Elected Members were informed and contributed through the Community Development Committee. Managers were consulted to identify relevant

opportunities within their lines of service to enhance the provision of access and inclusion.

The DAIP Review and community consultation period commenced in April and continued through to August 2017 and has been promoted via:

- Southern Gazette local newspaper
- Town's Access and Inclusion web page
- Town's 'Your Thoughts' web portal
- Life in the Park (Autumn Edition)
- Life in the Park e-newsletter
- Key stakeholder network including seniors and disability service providers, registered individuals, community, sport and recreation groups.

DAIP survey 2017

The DAIP Survey was conducted 18 April to 17 May 2017. The survey was available on the Your Thoughts portal and promoted in the Life in the Park quarterly and e-newsletters, on Facebook, on the website events page and emailed to stakeholders. The survey was promoted as being available in other formats upon request. The intention of the survey content was to obtain community responses to inform the new DAIP and the Town's Community Development Strategy.

Disability Service Provider interviews

Disability Service Providers were invited to provide comment via responding to the question "how can the Town improve as an accessible and inclusive organisation and community?"



Community workshop

The community workshop was attended by community members, service providers and community groups. Participants worked in groups to consider the seven DAIP outcomes and identify barriers for them to achieve in everyday life and what the Town could do to improve everyday life for individuals. Participants were also provided opportunity via a feedback form to provide further individual comment.

Community consultation findings

The consultation findings identified the main comments for improvement to access and inclusion that people experience in the Town of Victoria Park and included:

- Events to incorporate access and inclusion in all aspects of planning.
- Public transport facilities to incorporate universal design standards.
- Public spaces, community and residential care facilities to include accessible features ie parking, playgrounds, fencing, pedestrian access and pathways, ramps and toilets, change places, better lighting and slower traffic flows.
- Roadside verges, kerbsides and pathways to be maintained and kept clear.
- Increase number of ACROD parking bays and locate close to parking meters and businesses – consider free parking zones that are time limited.
- Website and social media information to be timely and consistent in format and available in alternative formats.
- Customer services to have quality control and measures – consistency in delivery, training and accessible reception areas.
- Complaints process to be promoted more, available in alternative formats, consider accessible apps and change to a more positive name.
- Consultations to be promoted more, people need time to respond, consider communications with people of varied abilities; physical, intellectual, sensory.

- Flexible employment practices and adaptable work spaces – Town to engage with disability service providers, registered training organisations and engage with people with disability in the decision-making processes.
- Advocate to community groups and businesses, access issues and social attitudes to disability.
- Town to consult with disability network on planning and development projects.

Draft DAIP 2017–2022 feedback

The community was invited to provide feedback on the draft DAIP 2017–2022 from 11 July to 8 August 2017. Feedback appropriate to the intent of the DAIP has been incorporated. The Town has responded to participants detailing how their comments have contributed to furthering the DAIP. The Town continues to welcome general feedback on any of its activities. The feedback form attached at the back of this document may be used for such purposes.



7. Communicating the plan

The Town developed a project outline and timeline to deliver the DAIP 2017–2022 in accordance with legislative requirements.

Timeline

→ **March**

- DAIP review promoted in Life in the Park e-newsletter (22 March 2017)

→ **April / May**

- DAIP Review advertisement in Southern Gazette (18 April 2017)
- DAIP Survey 2017 (18 April to 17 May 2017)
- Town of Victoria Park Facebook post on community survey (18 April, 3 May, 15 May 2017)
- Disability Service Provider interviews

→ **June**

- Town of Victoria Park Facebook post on community workshop (30 May 2017)
- Community Workshop (7 June 2017)
- Consultation with Town Managers
- Consultation with Community Development Committee

→ **June / July**

- Community Feedback on Draft DAIP (11 July to 8 August)
- Draft DAIP feedback advertisement in Southern Gazette (11 July 2017)
- Draft DAIP feedback promoted in the Life in the Park advert in Southern Gazette (25 July 2017)
- Town of Victoria Park Facebook post on community feedback (30 July 2017)
- Disability Services Commission feedback

→ **August**

- DAIP incorporate Community Feedback
- DAIP presented to Community Development Committee

→ **September / October**

- DAIP presented at Ordinary Council Meeting for endorsement
- DAIP promotion to the community on the Town's 'Your Thoughts' web portal and the Access and Inclusion web page
- DAIP advertisement promoting final version in Southern Gazette
- DAIP promoted to community
- Annual Implementation Plan developed
- DAIP 2017–2022 registered with the Australian Human Rights Commission and Disability Services Commission

8. Progressing the plan

Planning for access

It is a requirement of the Disability Services Act 1993 (amended 2004) that all local government authorities develop and implement a DAIP which identifies barriers to access and inclusion and propose solutions to ensure that people with a disability have equality of access to the organisations facilities and services. The Town of Victoria Park's DAIP 2017–2022 intends to meet the requirements of the Act.

Other legislation underpinning access and inclusion includes the Western Australia Equal Opportunities Act 1984 (amended 1988), Commonwealth Disability Discrimination (DDA) Act 1992 and the United Nations Convention on the Rights of Persons with a Disability.

Additional legislation and policy relating to disability when planning for access include:

- The Building code of Australia (BCA) that provides a set of minimum requirements for new buildings and renovations.
- The Access to Premises Standard under the Disability Discrimination Act (DDA) that became effective for any buildings or major redevelopments commencing after May 2011.
- Count Me In – Disability Future Directions, the State Government's long term plan based on its vision that, 'all people live in welcoming communities that facilitate friendship, mutual support and a fair go for everyone'.

Responsibility for implementing the DAIP

The Town's Community Development team has the responsibility to oversee the development, review and evaluation of the DAIP with support of the Town's management and leadership team and in consultation with key stakeholders.

Review and evaluation mechanisms

The Disability Services Act 1993 (amended 2004) sets out the minimum review requirements for public authorities in relation to DAIPs. The Town's DAIP will be formally reviewed at least every five years, in accordance with the Act. Should the DAIP 2017–2022 be amended, a copy of the amended plan will be lodged with the Disability Services Commission.

The DAIP Implementation Plan is an internal document that assists the Town to implement progress of the DAIP and will be amended annually to reflect budget considerations, progress and any access and inclusion issues or initiatives which may arise.

Monitoring and reviewing

- Community Development officers Officers will continue to liaise with relevant managers to review progress on the implementation of strategies identified in the DAIP.
- A review of the Town's DAIP 2017–2022 will be included in the DAIP 2022–2027 which will be submitted to the Disability Services Commission in 2022. The report will outline what has been achieved under the Town's DAIP 2017–2022.

- Community Development officers, in liaison with relevant Town employees, will prepare a report each year on the implementation of the DAIP strategies.

Evaluation

- Community Development officers will continue to inform and seek feedback from people with disability, their families, carers, disability organisations and community regarding the DAIP outcomes and strategies.
- Elected members and Town employees will be kept informed about the implementation of the DAIP and feedback on the effectiveness of the strategies will be sought.
- The DAIP Implementation Plan will be reviewed annually and amended accordingly based on consultation with people with disability, their families, carers, disability organisations, community, Town employees and elected members.

Reporting

The Disability Services Act 1993 (amended 2004) sets out the minimum reporting requirements for public authorities in relation to their DAIPs.

The Town will report on the implementation of the DAIP through its Annual Report and by completing the Disability Services Commission prescribed progress report template by 30 June each year, outlining;

- Progress towards the outcomes of the DAIP.
- Progress of the Town's agents and contractors towards meeting the seven outcomes.
- Strategies used to inform agents and contractors about the DAIP.



9. Annual Implementation Plan

Previously DAIP strategies have been specific. An Annual Implementation Plan will be developed to deliver the DAIP strategies to assist with the process of budget allocations, allow the Town to respond to opportunity and address the changing needs of community over the five-year period.



10. Strategies to improve access & inclusion

Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by the Town of Victoria Park.

Strategy

1	The DAIP is recognised as the responsibility of Elected Members and staff and is linked to other Town plans and processes.
2	Ensure the agents and contractors of the Town comply with the DAIP requirements.
3	Ensure that all events organised by the Town are planned and delivered in accordance with the Disability Services Commission's (DSC's) 'Creating Accessible Events Checklist'.
4	Collaborate with key stakeholders to identify and facilitate accessible and inclusive services, programs and events.
5	Review and promote information on Town services that are available for people with disability.
6	Local Community Engagement Plan to increase the awareness of the needs of people with disability to participate in and contribute to community groups activities and programs.

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of the Town of Victoria Park.

Strategy

7	Engage Access Consultants and consult with the local disability network in the initial stage and at touch points of projects of significance to people with disability. This includes building and facilities, new development plans, proposals, schemes, redevelopments and fit outs.
8	Conduct access audits on Town buildings, facilities, parks, streetscape, signage, pedestrian pathways, crossings, traffic flow, parking and public transport facilities and translate works into Annual Implementation Plans.
9	Advocate and work in partnership with key stakeholders and local government authorities to improve buildings, facilities and management systems with respect to access and inclusion.
10	Local Business Engagement Plan to increase the awareness of the accessible features and inclusive practices in the built environment.

Outcome 3: 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 are able to access it.

Strategy

11	Ensure the Town's Corporate Style Guide and External Signage Style Guide comply with DSC's 'Accessible Information Checklist' and incorporates alternative languages where appropriate.
12	Ensure the Town's website complies with W3C and incorporates Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.
13	The Town's Social Media Policy and processes embrace inclusive and accessible standards.
14	The Town's information technology systems, programs and hardware comply with current standards.
15	Information on key stakeholders specific to disability, access and inclusion is maintained.
16	Share information with community groups and businesses to improve their capacity to engage with people with disability.

Outcome 4: People with disability receive the same level and quality of service from the staff of the Town of Victoria Park as other people receive from the Town of Victoria Park.

Strategy

17	The Town's Induction Process is compulsory and references the DAIP. The Town will ensure that relevant staff have the appropriate level of awareness, skills and training to provide a high level of service to people with disability.
18	The Town maintains a Customer Service Feedback process that is reported on annually.
19	The Town will encourage and promote the availability of telephone and face to face contact in all matters.
20	Customer service and reception facilities are maintained to universal design standards.
21	The Town's Emergency Evacuation Policy and Procedures incorporate the needs of people with disability and is adapted to be effective during renovations and refits to Town buildings.

Outcome 5: People with disability have the same opportunities as other people to make complaints to the Town of Victoria Park.

Strategy

22	The Complaints Policy and Process is available in flexible and alternative formats.
23	Improve the community awareness about the Town's complaints and feedback procedures particularly to people with disability, their carers and families.

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by the Town of Victoria Park.

Strategy

24	Community Engagement Strategy incorporates the DSC's 'Public Participation Checklist' to provide opportunity for people with disability actively contribute to the Town's public consultations.
25	Develop and maintain a Disability Network comprising of disability service providers and people with disability to consult with on community developments and Town activities.
26	Develop an annual forum for a Disability Network to consider access and inclusion issues within the Town and inform Annual Implementation Plans.

Outcome 7: People with disability have the same employment opportunities as other people, to obtain and maintain employment with the Town of Victoria Park.

Strategy

27	Promote the Town as an Equal Opportunity Employer.
28	The Town's Employment Policy and Procedures incorporates processes that instil confidence of people with a disability to seek and secure employment with the Town.
29	The Town will work in partnership with disability employment services providers and institutional bodies to develop processes that create pathways to meaningful employment for people with disability.
30	The Town will conduct an annual staff survey that captures experiences of all employees and include information around access and inclusion.
31	Local Business Engagement Plan to increase the awareness of the benefits of employing people with disability.

11. References

- Disability Services Commission, Steps for Reviewing and Developing a DAIP
- Australian Bureau of Statistics, 2016 Community Profiles
- Australian Bureau of Statistics, 2015 Survey: Disability, Ageing and Carers, Australia – Summary of Findings, 2015
- Disability Services Act 1993 (amended in 2004)
- Town of Victoria Park Strategic Community Plan 2017–2032





Town of Victoria Park
Administration Centre
99 Shepperton Road, Victoria Park
9311 8111
admin@vicpark.wa.gov.au
victoriapark.wa.gov.au

This information is available in an alternative format
to people with a disability on request to 9311 8111.