



TOWN OF
VICTORIA PARK



WE'RE OPEN
VIC PARK

Disability Access Inclusion Plan

Quarterly progress report

Jan 2022 - Mar 2022

Quarterly progress report

Disability Access Inclusion Plan

DAIP 1. Same opportunities to access Services and Events

Action	Current quarter progress	Previous quarter progress
1.1 - The DAIP is recognised as the responsibility of Elected Members and Staff and is linked to other Town plans and processes	- ongoing progress and engagement with all teams to incorporate DAIP into their services	DAIP is available to all Elected Members and staff. The DAIP is referred to and considered in long and short strategic plans. All strategies and outcomes are checked regularly to monitor accomplishments and make changes where possible. Inclusion Officer has continued to meet with all key staff internally to plan annual targets.
1.2 - Ensure the agents and contractors of the Town comply with the DAIP requirements	-as above	DAIP requirements are part of the induction process for all agents and contractors at the Town.
1.3 - 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'	-as above, ongoing progress	For external events, DAIP information and requirements are readily available when using Town parks and public spaces. All staff use and have access to a 'Creating Accessible Events checklist' for planning events in the Town.
1.4 - Collaborate with key stakeholders to identify and facilitate accessible and inclusive services, programs and events	-progress focused on DAIP review and new members of the AIAG.	Town officers are working to explore and develop resources to provide local businesses in the Town to assist with creating more inclusive and accessible premises. The Town collaborated with diverse community groups/agencies to facilitate events for Pride Month, Seniors Week and International Day of People with Disability that catered for people with disability relevant intersections to capture this. Forget Me Not Memory Café The Memory Café continue to meet monthly to support people living with dementia and their family/cares at a local café- Central Patisseries Park Centre East Victoria Park. Town's Library Learning English Through Storytime (LETS) LETS workshops assist families to improve and practice English. These sessions include songs, stories, and interactive activities to develop children's language. For parents/carers and their children for whom English is an additional language. Eighty-four attendances for the 8-week program starting on 13 October 2021. Healthy Strides Foundation and Library partnership The library has been working closely with the Healthy Strides Foundation (HSF) and their Kindy Moves program with the goal of promoting inclusion and participation at the Library

Action**Current quarter progress****Previous quarter progress**

Storytime sessions. This initiative involves visits to the HSF clinic to get to know the children by singing songs and sharing stories. The children then participate in the library's regular Thursday Storytime session, joining in the singing, stories, and craft activities. Visiting Playgroup by Kites Children's Therapy Kites Children's Therapy facilitate playgroup sessions presented by their speech pathologists who focused on supporting children's development through play, social skills, and movement.

Toys and activities are sourced from the Kites Toybox – a toy library services available to the community, focused on supporting children's development. These sessions are held bi-monthly with the last one on 18 November 2021 with 12 children and 13 adults. The Town provides the physical space for these operations and advertises these programs. Pride month -Whole of November The Town showed support to the LGBTIQIA+ community by raising the Pride flag during the month of November. Community member, Elected Members and staff were invited to the ceremony where free coffees, cupcakes and resources were available for members to take. This event had an attendance of over 60 members. During this month, the Town's digital media logos changed to rainbow to symbolise the Town's commitment to our local LBGTOIA+ community. This was supported with rainbow banners along Albany Highway and dedicated content on all social channels. All community led events were shared on the Town' social media pages. Elected Members were provided with social media kits that they could utilise on their personal social media pages. The Town Library also had diverse programs and resources displayed during the month of November. Adult Crafternoon: Celebrate love, LGBTQIA+ and the history of Pride and a display of Pride resources for all ages during Pride month. Furthermore, Town staff had the opportunity to participate in three interactive Lunch and Learn sessions throughout the month of November presented by Sexual Health Quarters. The sessions gave staff a chance to find out what it means to be LGBTIQIA+, learn easy strategies and tips to be more inclusive in the workplace and get access to a range of relevant resources. Seniors Week 7-14 November The Town partnered with Connect Victoria Park, Harold Hawthorne and Swancare to present short stories of seniors in the Town of Victoria Park who are

Action**Current quarter progress****Previous quarter progress**

contributing positively to the community. In addition to this, Swancare in partnership with Connect Victoria Park, Harold Hawthorne and the Town will be hosting a social supper dance – Back to the Ballroom- A night at the Embassy. International Day of People with Disability 3 December The Town The Town raised the IDPwD flag on Friday 3 December 2021. Kent Street Senior High School accepted the invitation to raise the flag with Elected members, the Town’s Access and Inclusion Advisory Group, some key community members, and staff. Following the flag-raising ceremony, the Town hosted a morning tea at Memorial Gardens where key people with lived experiences shared their experiences and what the day meant to them. Furthermore, the Town also partnered with West Coast Eagles and several disability organisations in acknowledgement of IDPwD at Mineral Resource Park. In celebration, WCE with the support of the Town, Healthy Strides, WADSA, Wanslea, Kites Children’s Therapy, Perth Football Club, Wirrpanda, and Perth Football League organised an inclusive free sporting event that caters for all abilities. It provided a number of sporting and football activities for participants to engage in as part of the interactive zone prior to the main event that was the WA Gold v Black Inclusion Football Academy Game playing for the Toyota Cup. Victoria Park Community Centre The Community Centre presented three free Storytelling with Sensorium theatre sessions for young people aged 3-8 years old. Sensorium Theatre sparks the imaginations of young people with access needs by creating custom made sensory theatre experiences. The audiences can see, hear, smell, touch and taste the story as it unfolds around them.

- progress focused on AIAG members

1.5 - Review and promote information on Town services that are available for people with disability

The Town has created an internal working group to give advice regarding W3C and incarnates Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. The Town's website is regularly updated to inform for the public of disability support services in the Town. Inclusions Officer targets organisations to send out relevant programs and events relating to Access and Inclusion in the Town and around. Expression of Interest for Access and Inclusion Advisory Group was sent to Stakeholders in the Town which included: Curtin University, TAFE, Kent street Secondary School, Kensington Senior Secondary School, East Victoria ark School, Carson Street School, Deafblind Western Australia, Blind Citizen WA, Senses Australia, Wanslea, Healthy Strides, WADZA, Kites Therapy, Therapy Focus, Devenish Lodge, Brightwater, Ability WA, Activ, Down Syndrome WA, Transperth WA, Edge, Valued lives, Matchwork, Maxima, APM, Crownability and community members that requested the Expression of Interest.

1.6 - 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

-minimal progress as the focus has been on AIAG EOI and new members

Town officers have encouraged the Access and Inclusion Advisory group to comment on various Place planning projects brought to the group for discussion at the usual Access and Inclusion Advisory Group quarterly meetings. Including the following: • Etwell Street design • McCallum Park Active Area Street • Burswood South Streetscape Plan design

**Disability Access Inclusion Plan
DAIP 2. Same opportunities to access Buildings and Facilities**

Action	Current quarter progress	Previous quarter progress
<p>2.1 - 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</p>	<p>- access considerations for Jirdarup, Koolbardi Park, many other Town projects</p>	<p>The Access and Inclusion Advisory Group had their meeting on 6 December 2021. As part of the meeting, the group was able to comment on the Town's Events Strategy and areas to improve access and inclusion in the Town. An Expression of Interest to be part of the Access and Inclusion Advisory Group has been sent out on the Town's social platforms as well as to targeted organisations and individuals. The Town's Access and Inclusion Advisory Group members will be part of the new DAIP's (2022-2026) consultation.</p>

- no progress

2.2 - 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

ACROD bay parking audits are completed every five years, which maps out renewals/upgrades or development of new ACROD bays. As part of the Etwell Street Revisitation Project, the layout of the ACROD bay has been modified by moving to the opposite side of the road and other access improvements as per the streetscape revitalisation works. Project is in progress with completion due early 2022. The Town has completed the replacement of the accessible and family changerooms doors in the pool deck area at Aqualife Centre to full accessible automatic doors in December 2021. The existing doors were timber which required manual opening. The locks were old and broke frequently.

-ongoing as per above, regular work with various teams to meet this outcome

2.3 - 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

Inclusion Officer continues to meet with all key staff internally who work in the building space to ensure all relevant standards are being met including Disability Discrimination Act 1992 (DDA), Building Code of Australia (BCA), Disability (Access to Premises — Buildings) Standards 2010 (Premises Standard), Australian Standards - AS1428.1, AS1428.2, AS1428.3, AS1428.4, Disability Standards 2010, and National Construction Code (NCC) (BCA 2019) Volume 1, Disability Discrimination Act 1992. The upgrade at the bus stop on Craig Street to ensure compliance with DAIP requirements has been completed. As part of the Etwell Street Revisitation Project, the layout of the ACROD bay has been modified by moving to the opposite side of the road and other access improvements as per the streetscape revitalisation works. Project is in progress with completion due early 2022.

-met with grant recipients for business access toolkit

2.4 - Local Business Engagement Plan to increase the awareness of the accessible features and inclusive practices in the built environment

Inclusion Officer currently working with internal stakeholders regarding regular updates on areas of concern and upgrades to buildings. On 14 December 2021, Council endorsed eight recipients to the 2021/2022 financial year Business Grants. The objective of the Business Grants is to support projects, activities and programs developed by the local business community that will deliver a broader benefit to the Town of Victoria Park Local economy. Among these, Ashton Property Group Pty Ltd ATF David Ashton Trust was granted \$10,000 to create a Business Accessible Guide resources for the Town's business. These resources will assist local businesses to be more accessible and inclusive to people with disability.

Disability Access Inclusion Plan

DAIP 3. Information in a format that is readily accessible as other people

Action	Current quarter progress	Previous quarter progress
3.1 - 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	- ongoing as above	Inclusion Officer continues to work with communications and assets teams regarding the Town's Corporate Style Guide as required.
3.2 - Ensure the Town's website complies with to W3C and incorporates Web Content Accessibility Guidelines (WCAG) 2.0 Level AA	- Inclusion Officer working with Communications to ensure new website is accessible	The Town will begin working on developing a new website that will cater to all disabilities. Inclusion Officer is part of the project team reviewing the Town's current website.
3.3 - The Town's Social Media Policy and processes embrace inclusive and accessible standards	- ongoing	Currently meets standard. In addition, learnings from a recently attended Deafblind workshops by officer have been shared to other Service Areas in the Town.
3.4 - The Town's information technology systems, programs and hardware comply with current standards	- ongoing review as above	New Manager Technology & Digital Strategy was recruited at the Town in November 2021. Inclusion Officer is part of the project team to review the Town's current website and will work with the new manager on any additional systems and hardware as they progress.
3.5 - Information on key stakeholders specific to disability, access and inclusion is maintained	-ongoing work with the Diversity Working Group	Inclusion Officer in partnership with the People and Culture team are part of an Internal Diversity Working group that continue to meet monthly to input towards the DAIP and the diversity space.
3.6 - Share information with community groups and businesses to improve their capacity to engage with people with disability	- met with recent grant recipients to develop business accessibility toolkit	The Town participated and patterned with diverse organisation in the Town in recognition of significant days. Seniors Week 7-14 November The Town has partnered with Connect Victoria Park, Harold Hawthorne and Swancare to present short stories of seniors in the Town of Victoria Park who are contributing positively to the community. In addition to this, Swancare in partnership with Connect Victoria Park, Harold Hawthorne and the Town will be hosting a social supper dance – Back to the Ballroom- A night at the Embassy. International Day of People with Disability 3 December The Town raised the IDPwD flag on Friday 3 December 2021. Kent Street Senior High School accepted the invitation to raise the flag with Elected members, the Town's Access and Inclusion

Action**Current quarter progress****Previous quarter progress**

Advisory Group, some key community members, and staff. Following the flag-raising ceremony, the Town hosted a morning tea at Memorial Gardens where key people with lived experiences shared their experiences and what the day meant to them. Furthermore, the Town also partnered with West Coast Eagles and several disability organisations in acknowledgement of IDPwD at Mineral Resource Park. In celebration, WCE with the support of the Town, Healthy Strides, WADSA, Wanslea, Kites Children's Therapy, Perth Football Club, Wirrpanda, and Perth Football League organised an inclusive free sporting event that caters for all abilities. It provided a number of sporting and football activities for participants to engage in as part of the interactive zone prior to the main event that was the WA Gold v Black Inclusion Football Academy Game playing for the Toyota Cup. The Town acts as an intermediate to share relevant information to organisations and individuals in the Town regarding access and inclusion. These include:

- Promoting programs and events on our website and social media pages on behalf of organisations
- Forwarding emails to relevant stakeholders and networks that benefit people with disability, seniors and others
- Displaying promotional materials at Town facilities
- Brochures and useful information are readily available upon request and regularly updates front desk leaflets

Disability Access Inclusion Plan

DAIP 4. Same level of Quality of Services as other people

Action	Current quarter progress	Previous quarter progress
4.1 - 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	- ongoing work with internal Diversity Working Group	New employee inductions at the Town include details and references to the DAIP. Inclusion Officer is working with the People and Culture team to have additional DAIP induction for new staff and refreshers for staff in current positions. Inclusion Officer and some Customer Service Officers attended a Deafblind Awareness Workshop for Local Government provided by Deafblind Australia on Tuesday 30 November 2021. This workshop outlines best practice for Local governments to consider the Deafblind community in all aspects.
4.2 - The Town maintains a Customer Service Feedback process that is reported on annually	- no complaints this quarter requiring review by Inclusion Officer	When complaints and feedback are received, the Town generates a survey for customers to complete to gain a better understand of the related issue before and after completion of the issue. If issues are recurrent, a Town officer is assigned to coordinate the issue with all parties involved E.g. Basketball complaints at Koolbardi Park in Lathlain.
4.3 - The Town will encourage and promote the availability of telephone and face to face contact in all matters	-ongoing, even during Covid restrictions	Telephone and face to face contact is offered as part of the complaint and feedback process. Telephone and face to face assistance have been offered as part of the Access and Inclusion Advisory Group Expression of Interest process.
4.4 - Customer service and reception facilities are maintained to universal design standards	- ongoing as above	The Customer Service team are available to accommodate people with disability. All areas are kept clear of obstacle and adequate signage displayed to direct customers.
4.5 - 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	-ongoing continual work as above	The Town's current policy meets standards. Occupational Health and Safety and Inclusion Officer will continually work together on any additions that may be required.

Disability Access Inclusion Plan

DAIP 5. Opportunities to make complaints

Action	Current quarter progress	Previous quarter progress
5.1 - The Complaints Policy and Process is available in flexible and alternative formats	- as above, no progress required	The current complaints and feedback process provide flexible options and alternative formats at request.
5.2 - Improve the community awareness about the Town's complaints and feedback procedures particularly to people with disability, their carers and families	-no progress, may be reviewed by AIAG at an upcoming meeting	Alternative formats of public participation readily available at request according to the persons' needs. This information is communicated via the Town's website. E.g. the Access and Inclusion Advisory Group Expression of Interest application form included details stating other formats were available upon request including face to face annotation.

Disability Access Inclusion Plan

DAIP 6. Same opportunities and other people for Public Consultation

Action	Current quarter progress	Previous quarter progress
6.1 - 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	- public checklist included as part of regular work process	Alternative formats of public participation are readily available at request according to the persons' needs. The Access and Inclusion Expression of Interest have an option for applicants to request a face-to-face interview that will capture the Expression of Interest selection criteria. The Access and Inclusion Advisory Group had an opportunity to give feedback to the Events Strategy at the last meeting on 6 December 2021. This included seeking key priorities of the Town events that incorporate access and inclusive.
6.2 - Develop and maintain a Disability Network comprising of disability service providers and people with disability to consult with on community developments and Town activities	- Inclusion Officer mailing list and network spreadsheet maintained, AIAG new members appointed	A list of local disability providers and Disability Employment Services have been compiled for consultation and Town activities. Inclusion's Officer continues to attend quarterly WA Access and Inclusion Network meetings. It aims to bring together WA Local Government Officers who manage their Local Government Authorities Disability Access and Inclusion Plan. Inclusion's Officer is on the distribution list of different Disability agencies, organisations and services to be made aware of updates and initiatives. Inclusion's Officer is in the People with Disability (PWD) Community

Action	Current quarter progress	Previous quarter progress
		<p>Disability Advocacy Project Group. This project is funded by Department of Communities and will seek to identify opportunities for community driven solutions to local issues affecting people living with disabilities that promotes their right to self-determination, choice, and control. This will initiate a co-design process to develop a sustainable model for how people living with disabilities, family members, and carers can come together with key government and non-government stakeholders to identify and define local issues and develop local solutions. Inclusion's Officer and Coordinator Community Development had the opportunity to attend one of two round table discussions on opportunities and challenges regarding inclusiveness in sports for people with disability in the Town and beyond. This was conducted by Hannah Beazley MLA and Hugh Jones MLA (Member for Darling Ranger). This round table discussion included: schools, sporting clubs, people with disability, sporting groups/organisations and disability advocacy groups. Details of the outcomes will be distributed to participants when available.</p>
<p>6.3 - Develop an annual forum for a Disability Network to consider access and inclusion issues within the Town and inform Annual Implementation Plans</p>	<p>challenging to progress during current restrictions, will be raised with AIAG for discussion</p>	<p>The Access and Inclusion Advisory group meets quarterly with the opportunity to consider access and inclusion issues as well as other significant Town projects and plans. The group last met on 6 December 2021. Expression of Interest have been sent out to the community for additional members of the group. Platforms used to advertise included E-Vibe monthly newsletter, the Town's website, local community newspaper, LinkedIn, boosted Facebook advertisement and additional emails have been sent to targeted organisations and individuals to encourage them to apply.</p>

Disability Access Inclusion Plan

DAIP 7. Same opportunity as other people to obtain and maintain Employment

Action	Current quarter progress	Previous quarter progress
7.1 - Promote the Town as an Equal Opportunity Employer	-no progress this quarter	C-Suite has endorsed the workforce plan strategy targets, which includes disability employment target of 5%. The Employer of Choice Framework is an overarching document that ensures we have a structured approach that outlines the Town's specific targeted employment categories.
7.2 - The Town's Employment Policy and Procedures incorporates processes that instill confidence of people with a disability to seek and secure employment with the Town	- ongoing as per above	Equal Employment and Management Practice are up to date. A list of local disability service providers has been compiled to send all job vacancies from the Town to encourage people with disability to apply.
7.3 - 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	- minimal progress this quarter	Town officers currently working with disability employment providers to create traineeship and internship programs for people with disability through the Employer of Choice Framework. The Town is participating in: • One Rise Buddy Program occurred on 24 November 2021. • Discussions with Football West Mentorship Program (raising inclusion awareness and sports accessibility for persons with disability) commenced. • The program of Curtin University internship and employment is being developed.
7.4 - The Town will conduct an annual staff survey that captures experiences of all employees and include information around access and inclusion	- annual survey due to be completed for 2022, investigations underway	The Town's diversity survey was completed in May 2021. Results are currently showing 1.9% of people with disability employed by the Town. This survey is undertaken on a voluntary basis by employees.
7.5 - Local Business Engagement Plan to increase the awareness of the benefits of employing people with disability	- met with grant recipients to develop business accessibility toolkit	Town officers currently consulting local Disability Employment Service providers and Access and Inclusion Advisory Group members to give specialist advice on disability employment increment and plan. The People and Culture Team continue to distribute all Town job vacancies to Disability Service Providers in the Town. As part of the 5% target to employment of people with disability by 31 December 2025, the people and Culture Team are currently working with Curtin University to develop a student and graduate employment program for people with disability to

Action**Current quarter progress****Previous quarter progress**

work in the Town. The Town worked together with The Rise to participate in the Rise Employment Buddy Program. The program offers a platform to young people with disability aged between 15-24 years. The aim of this program is to provide an opportunity to develop diverse skills and understanding requirements for their preferred career work experience. As part of this program, on 24 November 2021, a Rise participant visited the Town's Auqualife centre for 4 hours as part of his work placement. He experienced our different service areas such as the gym, pool and reception. At the end of the program, the candidate graduates with improved job readiness and employment related skills to support their career aspirations. Inclusion Officer attended an online Webinar provided by Australian Network on Disability that presented the Positive Action Career Engagement (PACE) Mentoring program. The Access and Inclusion Advisory group meeting held on 6 December 2021 included a discussion item Employment for people with disability in the Town. Inclusion Officer will investigate potential Disability Employment Services/Providers to conduct access and inclusion training sessions to local businesses.