



TOWN OF
VICTORIA PARK



WE'RE OPEN
VIC PARK

Disability Access Inclusion Plan

Quarterly progress report

July – September 2021

Quarterly progress report

Disability Access Inclusion Plan

DAIP 1. Same opportunities to access Services and Events

Action	Current 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	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	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'	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.
1.4 - Collaborate with key stakeholders to identify and facilitate accessible and inclusive services, programs and events	The Town's Business Grants are opening soon, and these will be circulated to local Disability and Senior's service providers. Town officers are working internally with the Businesses Advisory Group to explore resources to provide Local Businesses in the Town to create more inclusive and accessible premises. Town officers attended the August 2021 Business Advisory Group to get initial thoughts from businesses. Inclusion Officer is collaborating with diverse community groups/agencies to facilitate events for Seniors Week and International Day of People with Disability.
1.5 - Review and promote information on Town services that are available for people with disability	The Town's website is regularly updated to inform the public of disability support services in the Town.
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	Town officers have encouraged the Access and Inclusion Advisory group to comment on various projects brought to the group for discussion at the usual Access and Inclusion Advisory Group quarterly meetings. Inclusion Officer continues to work with the Department of Communities to understand requirements and templating for the new DAIP.

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DAIP 2. Same opportunities to access Buildings and Facilities

Action	Current quarter progress
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	The Access and Inclusion Advisory Group had their fourth meeting 8 September 2021. As part of the meeting, the group were able to discuss upcoming projects in the Town and ask questions concerning these projects. This included access requirements related to a major development proposed for McCallum Park. The Town's Access and Inclusion Advisory Group members will be part of the new DAIP's (2022-2026) consultation.
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 map renewals/upgrades or development of new ACROD bays.
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 is currently meeting with all key staff internally who work in the building space to insure 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.
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 communications and assets teams for regular updates on areas of concern and upgrades to buildings.

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

Action	Current 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	Inclusion Officer currently working with communications and assets teams.
3.2 - Ensure the Town's website complies with to W3C and incorporates Web Content Accessibility Guidelines (WCAG) 2.0 Level AA	Website currently meets standard.
3.3 - The Town's Social Media Policy and processes embrace inclusive and accessible standards	Currently meets standard. In addition, five Disability and Social Inclusion Training sessions were conducted between July and August available to all staff to raise awareness on access and inclusion in the workplace and towards community members.
3.4 - The Town's information technology systems, programs and hardware comply with current standards	Inclusion Officer is part of the project team to review the Town's current website.

Action	Current quarter progress
3.5 - Information on key stakeholders specific to disability, access and inclusion is maintained	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	Inclusion's officer continues to explore ways to celebrate recognition days that incorporate Access and Inclusion. Currently planning for Internal Day of People with Disability, Seniors week, World Elderly Abuse Day and International Women's Day at the Town.

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

Action	Current 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	New employee inductions at the Town include details and references to the DAIP. Five Disability and Social Inclusion Awareness Training for all staff is were conducted between July and August 2021.
4.2 - The Town maintains a Customer Service Feedback process that is reported on annually	When complaints and feedback are received, the Town generates a survey for customers to complete to gain a better understand of the related issue.
4.3 - The Town will encourage and promote the availability of telephone and face to face contact in all matters	Telephone and face to face contact is offered as part of the complaint and feedback process.
4.4 - Customer service and reception facilities are maintained to universal design standards	Town officers are currently exploring the purchasing of additional suitable equipment after receiving feedback from VisAbility to make adjustments to the sign in areas at the Town's Administration building to be more accessible for people with diverse disability.
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	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.

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DAIP 5. Opportunities to make complaints

Action	Current quarter progress
5.1 - The Complaints Policy and Process is available in flexible and alternative formats	Updated 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	Alternative formats of public participation readily available at request according to the persons' needs.

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DAIP 6. Same opportunities and other people for Public Consultation

Action	Current 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	Alternative formats of public participation are readily available at request according to the persons' needs.
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	A list of local disability providers and Disability Employment Services have been compiled for consultation and Town activities. Inclusion Officer continues to attend quarterly WA Access and Inclusion Network. Inclusion Officer is on the distribution list of different Disability agencies, organisations and services to be made aware of updates and initiatives.
6.3 - Develop an annual forum for a Disability Network to consider access and inclusion issues within the Town and inform Annual Implementation Plans	A list of local disability providers and Disability Employment Services have been compiled for consultation and Town activities. Inclusion Officer continues to attend quarterly WA Access and Inclusion Network. Inclusion Officer is on the distribution list of different Disability agencies, organisations and services to be made aware of updates and initiatives.

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

Action	Current quarter progress
7.1 - Promote the Town as an Equal Opportunity Employer	Five Disability and Social Inclusion Awareness Training for internal have been completed.
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	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	Town officers currently working with Disability Employment Providers to create traineeship and internship programs for people with disability through the Employer of Choice Framework.
7.4 - The Town will conduct an annual staff survey that captures experiences of all employees and include information around access and inclusion	People and Culture and Community Development officers completed diversity survey out to all staff in May 2021. Results have been compiled and are being reviewed by the People and Culture team.
7.5 - Local Business Engagement Plan to increase the awareness of the benefits of employing people with disability	Town staff are working with the Business Advisory Group to explore resources to share with local businesses to have more accessible and inclusive premises for people with disabilities. Town officers attended the August 2021 Business Advisory Group to get initial thoughts from the businesses.