

Disability Access & Inclusion Action Plan

Quarterly Reporting

October – December 2020



TOWN OF
VICTORIA PARK



	Action	Action progressed this quarter (October – December 2020)
Outcome 1: Same opportunities to access Services and Events		
1.1	The DAIP is recognised as the responsibility of Elected Members and Staff and is linked to other Town plans and processes.	<p>October 2020 – New Inclusions Officer started at the Town.</p> <p>The DAIP is referred to and included in long-term and short-term strategic plans. All strategies and outcomes to be checked regularly for compliance and reporting purposes.</p>
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'.	<p>For external events, DAIP information and requirements are readily available when using Town parks and public spaces.</p> <p>For Town-run events, an accessible events checklist is used.</p>
1.4	Collaborate with key stakeholders to identify and facilitate accessible and inclusive services, programs and events.	<p>The Town participated in International Day of People with Disability with a flag raising of the IDPwD flag at the Town. This event included participation from Kent Secondary School, the Town's Mayor, additional Elected Members, Access and Inclusion Advisory Group members and Town officers. A morning tea was held following the flag raising ceremony to allow guests to continue celebrations and additional engagement to occur.</p> <p>The Town collaborated with Mission Australia and Vic Park Collective for delivery of a community-led event as part of International Day of People with Disability. This included eight short films made by people with disabilities from various parts of the world, as well as live speakers with both "physical and invisible" disabilities talking about the barriers and challenges they face, and how these could be reduced to aid with their everyday lives.</p> <p>The Town participated in the This Bay is Someone's Day Campaign supported by National Disability Services. This campaign's mission is to reduce the misuse of ACROD Parking bays around Western Australia.</p>

1.5	Review and promote information on Town services that are available for people with disability	
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.	
Outcome 2: Same opportunities to access Buildings and Facilities		
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>At the October OCM, appointment of Access and Inclusion Advisory Group community members and Elected members were endorsed.</p> <p>The Access and Inclusion Advisory Group had their first meeting 13 November 2020. The draft terms of reference were presented to the Group.</p> <p>At the December OCM, the Terms of Reference for the Access and Inclusion Advisory Group were endorsed, and Mayor Vernon was appointed to the group.</p>
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.
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.	

2.4	Local Business Engagement Plan to increase the awareness of the accessible features and inclusive practices in the built environment.	
Outcome 3- Information in a format that is readily accessible as other people		
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 team.
3.2	Ensure the Town's website complies with to W3C and incorporates Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.	Currently meets standard but the Town is working on developing a new website that will suite all individuals catering all disabilities.
3.3	The Town's Social Media Policy and processes embrace inclusive and accessible standards.	
3.4	The Town's information technology systems, programs and hardware comply with current standards.	Inclusion Officer is part of the project team for reviewing the Town's current website.
3.5	Information on key stakeholders specific to disability, access and inclusion is maintained.	New Inclusion Officer plans to reestablish internal working group that inputs towards the DAIP and everything regarding inclusion.
3.6	Share information with community groups and businesses to improve their capacity to engage with people with disability.	The Town collaborated with Mission Australia and Vic Park Collective for delivery of a community-led event as part of International Day of People with Disability. This included eight short films made by people with disabilities from various parts of the world, as well as live speakers with both 'physical and invisible' disabilities talking about the barriers and challenges they face, and how these could be reduced to aid with their everyday lives.
Outcome 4- Same level of Quality of Services as other people		
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. Additional Disability Awareness Training for all staff is planned for this year.
4.2	The Town maintains a Customer Service Feedback process that is reported on annually.	

4.3	The Town will encourage and promote the availability of telephone and face to face contact in all matters.	This is offered as part of the complaint and feedback process.
4.4	Customer service and reception facilities are maintained to universal design standards	
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 currently working on any additions that may be suggested or required.
Outcome 5: Opportunities to make Complaints		
5.1	The Complaints Policy and Process is available in flexible and alternative formats	Recently updated complaints and feedback process provides flexible options and alternative formats.
5.2	Improve the community awareness about the Town's complaints and feedback procedures particularly to people with disability, their carers and families.	
Outcome 6- Same opportunities and other people for Public Consultation		
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.	
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.	
6.3	Develop an annual forum for a Disability Network to consider access and inclusion issues within the Town and inform Annual Implementation Plans.	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.
Outcome 7- Same opportunity as other people to obtain and maintain Employment		
7,1	Promote the Town as an Equal Opportunity Employer.	The Town's CEO signed the Lighthouse Agreement in 2020 and has started internal conversations.

		Additional Disability Awareness Training for internal staff to be completed in next quarter.
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.	
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.	
7.4	The Town will conduct an annual staff survey that captures experiences of all employees and include information around access and inclusion	
7.5	Local Business Engagement Plan to increase the awareness of the benefits of employing people with disability.	