



TOWN OF  
**VICTORIA PARK**



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# **Disability Access Inclusion Plan**

## **Quarterly progress report**

**April 2022 – June 2022**

## Quarterly progress report

### Disability Access Inclusion Plan

#### DAIP 1. Same opportunities to access Services and Events

Action	Current quarter progress
<b>1.1 - The DAIP is recognised as the responsibility of Elected Members and Staff and is linked to other Town plans and processes</b>	The Town is reviewing its existing DAIP 2017-2022 and developing its new DAIP 2022-2026. Town officers are in the process of collating data received to have a draft copy to the July Ordinary Council Meeting.
<b>1.2 - Ensure the agents and contractors of the Town comply with the DAIP requirements</b>	DAIP requirements are an established part of the induction process for all agents and contractors at the Town.
<b>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'</b>	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. -as above, ongoing progress
<b>1.4 - Collaborate with key stakeholders to identify and facilitate accessible and inclusive services, programs and events</b>	Town Officer engaged with various key stakeholders to gain feedback on the current DAIP 2017-2022 review process. - Access and Inclusion Advisory Group members - Internal staff - External disability Stakeholders - Schools
<b>1.5 - Review and promote information on Town services that are available for people with disability</b>	The Town's website is regularly updated to inform the public of disability support services and programs in the Town. Inclusion Officer targets organisations to send out relevant programs and events relating to Access and Inclusion in the Town and around.
<b>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</b>	The Town undertook consultation on the DAIP 2017-2022 review between 4 April – 6 May 2022. To safely navigate COVID 19 restrictions for vulnerable members of the community, staff reached out to small scale already established community groups/organisations during the consultation.

### Disability Access Inclusion Plan

#### DAIP 2. Same opportunities to access Buildings and Facilities

Action	Current quarter progress
<b>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</b>	The Access and Inclusion Advisory Group had their regular meeting on 15 June 2022. As part of the meeting, the group was able to give further feedback on the Town's current DAIP 2017-2022 review process and analytical findings. All phases regarding the current process will be communicated to the group as a first point of contact for the Town.

**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**

A new ACROD bay is due for construction at the corner of Taylor Street and McCallum Lane. This is scheduled for completion at the end of June 2022.  
Two new ACROD bays are being investigated for constructions in the next financial year 2022/2023:

- 954 Albany Highway Victoria Park (Healthy Strides).
- Upgrade an existing ACROD bay opposite 44 Camberwell Street (Outside Ursula Frayne Catholic College)

**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 consult with 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.

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

Two online workshops have been arranged for this quarter to assist the Town's Local businesses to be more accessible. Local businesses were invited to participate in an interactive workshop and webinar to understand how they can grow their business by being more accessible to people with disability. The recorded webinar are made available for business owners to access on the Town's website.

**Disability Access Inclusion Plan**

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

<b>Action</b>	<b>Current quarter progress</b>
<b>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</b>	Inclusion Officer continues to work with Stakeholder Relations and Assets teams regarding the Town's Corporate Style Guide as required.
<b>3.2 - Ensure the Town's website complies with to W3C and incorporates Web Content Accessibility Guidelines (WCAG) 2.0 Level AA</b>	Stakeholder Relations are in the process of developing and upgrading the Town's website to make it more accessible.
<b>3.3 - The Town's Social Media Policy and processes embrace inclusive and accessible standards</b>	Currently meets standard. Stakeholder Relations to consider DAIP 2017-2022 Community Engagement feedback relating to inclusive and accessible social media.
<b>3.4 - The Town's information technology systems, programs and hardware comply with current standards</b>	The Town's information technology systems, programs and hardware currently comply.

**3.5 - Information on key stakeholders specific to disability, access and inclusion is maintained**

The Town has completed community consultation of the DAIP. To safely navigate COVID 19 restrictions for vulnerable members of the community, staff reached out to small scale already established community groups/organisations during the consultation. Town officers used a variety of methods to reach out to community members. This included:

- Your Thoughts Page website
- E-Vibe newsletter
- Linked In
- Boosted Facebook
- Instagram
- Local newspaper
- Targeted local schools
- Emails/calls to targeted organisations/community groups and individuals
- Access and Inclusion Advisory Group members and their networks

**3.6 - Share information with community groups and businesses to improve their capacity to engage with people with disability**

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
<p><b>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</b></p>	<p>New employee inductions at the Town include details and references to the DAIP.</p>
<p><b>4.2 - The Town maintains a Customer Service Feedback process that is reported on annually</b></p>	<p>The new DAIP 2022-2026 will inform the Town how to improve, maintaining feedback and complaints.</p>
<p><b>4.3 - The Town will encourage and promote the availability of telephone and face to face contact in all matters</b></p>	<p>Telephone and face to face contact is offered as part of the complaint and feedback process.</p>
<p><b>4.4 - Customer service and reception facilities are maintained to universal design standards</b></p>	<p>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.</p>
<p><b>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</b></p>	<p>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.</p>

**Disability Access Inclusion Plan**  
**DAIP 5. Opportunities to make complaints**

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

**Disability Access Inclusion Plan**  
**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	The DAIP 2017-2022 community consultation used a variety of platforms including: <ul style="list-style-type: none"> <li>• Online survey</li> <li>• Phone upon request</li> <li>• Emails</li> <li>• Face-to-face interview</li> <li>• Tell your story (written, videos and audio)</li> </ul>
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 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	The Town's 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.

**Disability Access Inclusion Plan**  
**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	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	People and Culture team, Building Services and Inclusion Officer have secured an intern (with disability) with the Football West Mentorship Program who commenced the program on 7 June 2022. The intern will be mentored and working closely the Principal Building Surveyor and Building Administration Officer. The role of the intern is to provide admiration support for building and urban planning. The internship program will take place for 1 year with the intern working 15 hours per week.
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	No progress this quarter

Action	Current quarter progress
<b>7.4 - The Town will conduct an annual staff survey that captures experiences of all employees and include information around access and inclusion</b>	A diversity survey request from People and Culture team was sent to all staff on 24 April 2022 to gain an understanding on the Town's diversity and disability status of staff. Results will be released 2022/2023 financial year.
<b>7.5 - Local Business Engagement Plan to increase the awareness of the benefits of employing people with disability</b>	As part of the 5% target to employment of people with disability by 31 December 2025, the people and Culture Team are in the process of identifying specific roles under the workforce plan for people with disability according to Section 66r of the Equal Opportunities Act 1984 (WA).