



Government of **Western Australia**
Department of **Communities**



Disability Access and Inclusion Plan (DAIP) Progress Report 2019–2020

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Introduction

Welcome to Disability Access and Inclusion Plan (DAIP) reporting for 2019-2020.

Collecting information about the extent of the effectiveness of DAIPs through a Progress Report is an important requirement of the Disability Services Act 1993. The information is used by the Minister for Disability Services to report to Parliament. Your contribution is greatly appreciated.

The format of the report this year reflects previous report feedback about the confidence, awareness and progress public authorities have made to access and inclusion. As you consider your responses, we are particularly interested in:

- The extent to which access and inclusion is effectively integrated into policies and practices
- The influence of access and inclusion measures on customers, clients, residents or communities.

Once you have approval from your organisation, please send your completed report to access@dsc.wa.gov.au.

Please complete your DAIP progress report by **Friday 31 July 2020**.

Help in completing your Progress Report is available by contacting the Access and Inclusion team:

Email: access@dsc.wa.gov.au

Phone: 08 9222 4580 or 08 6217 6263

Important notes

- Please answer all questions.
- Please include as much detail on key initiatives as possible to share the narrative about the initiative. This may include how the issue arose and the responsiveness required; who was involved or helped inform the activity; what the activity was and whether it was successful or not. You can add extra text boxes if needed.
- Activities reported should also consider those reported by agents and contractors on behalf of your organisation.
- Photographs are most welcome, they may be used in the Minister for Disability Services' yearly report on DAIPs. You can upload a photograph for each outcome area, or if you have a series of photographs for one outcome area, upload a document file with the photographs inside. NOTE that photos of people cannot be featured in the Minister's report without written permission from the person or their guardian. A sample permission form is [available](#).

Your details

Name of public authority: Town of Victoria Park

Name of contact person: Alison Braun – Manager Communities

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Email: abraun@vicpark.wa.gov.au

Access and inclusion progress

1. General services and events

DAIP Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.

Ensuring all people can access your organisations public events and general services is fundamental to good customer service.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? Yes

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

1.1 National Disability Insurance Scheme (NDIS) Accreditation – Autism Swim School: In October 2019 the Town of Victoria Park's Swim School became the first in Western Australia to gain National Disability Insurance Scheme (NDIS) accreditation. The accreditation means the Town is the leading provider of inclusive swim programs that cater for all abilities through specially designed programs to provide swimming lessons on a one-to-one, two-to-one and four-to-one ratio. The Swim School programs provide swimming lessons for participants with a range of developmental, behavioural, physical or learning difficulties. Being NDIS accredited makes the Swim School programs more financially accessible, easing the financial pressures on families attending the programs.

1.2 Socially Inclusive Communities WA – Victoria Park Soccer Club and United Reds Football League: The Town in partnership with Inclusion Solutions provided an opportunity for six local community groups to participate in the Socially Inclusive Communities WA mentoring program. The program provided the Victoria Park Soccer Club the confidence to submit an expression of interest to be part of the United Reds Football League. The League is an opportunity for children with disability to develop fundamental football skills in a fun, inclusive and less competitive team environment.

1.3 Auslan Interpreters Town Civic Events: In 2020 the Town committed to ensuring an

Auslan Interpreter was present at all Town civic events to ensure all members of our community have the ability to participate in these events in meaningful ways.

2. Buildings and facilities

DAIP Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.

This outcome area is about how your organisation has ensured and safeguarded accessibility in the planning, design, and improvement of built infrastructure.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? Yes

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

2.1 ACROD Parking Bays: in 2019 the Town installed five ACROD parking bays at the McCartney Crescent Parking station a part of their Zone 7 works. Additionally an ACROD Bay retrofitting into existing standard on-street parking was completed on Mackie Street with the bay being located 100m from the Albany Highway entertainment and restaurant strip.

2.2 Edward Millen Heritage Precinct Redevelopment: In December 2019 the Town sought consultation from the Towns Access and Inclusion Advisory Group on the design and accessibility of the redevelopment of Edward Millen Heritage Precinct. Feedback provided shaped the Edward Millen Park Master Plan project to help define the park's relationship to the adaptive reuse of the Edward Millen House and surrounding buildings. This approach aimed to deliver a holistic vision for the precinct with the Edward Millen House, buildings and the surrounding parkland complementing each other to create an accessible and inclusive community asset. The Master plan, endorsed by Council at the May 2020 Ordinary Council Meeting, will proceed to the detailed design phase with further consultations to be held with community.

3. Information and Communication

DAIP Outcome 3: People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.

Good practice in this area involves considering your target audience: language and terminology; format; location and sensory access for physical signage; technology and customer service delivery.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? Yes

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

3.1 Communication and Engagement Policy and Management Practice review: In October 2019 the Town commenced a review of the Communication and Engagement Policy and Management Practice. The Communication and Engagement Policy and Management Practice incorporates components that include the rights of individuals to have the Town listen and acknowledge concerns and aspirations, and provide feedback on how public input influences Town decisions, work together with the Town to formulate solutions and incorporate advice and recommendations into the decisions to the maximum extent possible. The Policy outlines the provision of quality service to all people, entailing open, timely and transparent communication using plain English, communicating and engaging in a thoroughly planned and tailored manner, letting participants choose how they receive information or participate and providing participants with the information they need to participate in a meaningful way.

4. Quality of service

DAIP Outcome 4: People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.

This outcome area involves the safeguards and initiatives which ensure that your services and processes are consistent, inclusive or readily adjust to people's needs.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? No

5. Complaints and safeguarding

DAIP Outcome 5: People with disability have the same opportunities as other people to make complaints to a public authority.

Equitable complaints mechanisms can effectively receive and address complaints from all members of the community and play a fundamental role in making sure that services meet the needs of intended consumers.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? No

6. Consultation and engagement

DAIP Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

Good consultation and engagement strategies consider the ways in which all people are encouraged and supported to engage or participate with information, strategies or decision-making processes of an organisation. This in turn can provide public authorities with more inclusive outcomes and potentially awareness of different perspectives.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? Yes

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

6.1 Communication and Engagement Policy and Management Practice review: In October 2019 the Town commenced a review of the Communication and Engagement Policy and Management Practice. The Communication and Engagement Policy and Management Practice incorporates components that include the rights of individuals to have the Town listen and acknowledge concerns and aspirations, and provide feedback on how public input influences Town decisions, work together with the Town to formulate solutions and incorporate advice and recommendations into the decisions to the maximum extent possible. The Policy outlines the provision of quality service to all people, entailing open, timely and transparent communication using plain English, communicating and engaging in a thoroughly planned and tailored manner, letting participants choose how they receive information or participate and providing participants with the information they need to participate in a meaningful way

6.2 Engagement strategy and planning guides and templates: In March 2020, the Town reviewed its internal processes to embed best practice methods of engagement following the endorsement of the Communications and Engagement Policy and Management Practice. The Towns guiding templates have now been updated to incorporate ways in which all people are encouraged and supported to be involved in the Towns decision-making processes and people with disability have the same opportunities as other people to participate in a meaningful way. This will be achieved by communicating and engaging in a thoroughly planned and tailored manner, providing alternative ways of receiving information and participation, a flexible engagement approach to adapt to the needs of our community and to ensure all engagement activities and events meet DAIP requirements

7. Employment, people and culture

DAIP Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

This outcome is focused on your organisation's activity in directly employing people with disability; including considering the environment, culture and processes which support the maintenance of employment.

NOTE: To help reduce reporting obligation on authorities, we are trialling a data sharing arrangement with the Public Sector Commission. If your organisation has or will complete Equal Employment Opportunity Reporting for 2019-2020 to the Public Sector Commission, you may choose **not to complete this question**.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? Yes

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

7.1 Revised target of 5% employment of people with disability: In December 2019 at the Ordinary Council Meeting, a motion was carried stating that Council adopts the State Government's revised target of 5% employment of people with a disability by 31 December 2025, approves the Towns proposed project strategies and initiatives to meet the 5% Disability Employment Target across the total workforce, requests that the Chief Executive Officer includes a further initiative in the Project Proposal associated with Strategy 29 of the Towns Disability Access and Inclusion Plan to work with Curtin University to develop a student and graduate employment program for people with a disability to work in the Town. The Town currently has a disability employment percentage of 0.9%. The Human Resources and Community Development teams have been working with local providers such as Edge Employment and Mission Australia to explore ways to meet the target.

7.2 Access Ability Day: On the 30th of November the Town participated in Access Ability Day providing an opportunity for Individuals who were service users of Edge Employment a tour of the Town of Victoria Park Administration facilities as well as an opportunity to meet with the Towns Events, Parking and Library teams. This initiative was attended by 12 job seekers and provided an opportunity for people with a disability who are work ready, to explore ordinary workplaces that align with their interests. It additionally provided the Town with an opportunity to assess their current workplaces to gain insight into future works and structures required for employing people with disability.

8. Agents and Contractors

The Disability Services Act 1993 requires authorities to take practicable measures to implement DAIPs through agents and contractors. Engaging key agents and contractors about your DAIP helps to make sure that services delivered to the public on your organisation's behalf share the values and reputation associated with your commitment to access and inclusion.

a. Does your organisation have measures in place to influence your agents and contractors to act in accordance with your access and inclusion values? Yes

b. If Yes, please briefly describe your organisation's approach.

Contractors are introduced to the DAIP upon induction and at touch points of project delivery. Major community events meetings with contractors include discussion about accessible and inclusive event practices. Walk through are conducted by Town officers as an access audit prior to event. Check lists are provided to contractors along with copies of the Town's DAIP.

9. General feedback

If you have anything else you wish to share about your organisation's experiences, or general feedback or advocacy about access and inclusion, please include below.

Nil.

Thank you for completing the 2019-2020 DAIP Progress Report.